



LibQUAL⁺
2016 Survey

ARL

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1 Introduction

1.1 Acknowledgements

This notebook contains information from the 2016 administration of the LibQUAL+ protocol. The material on the following pages is drawn from the analysis of responses from the participating institutions collected in 2016.

The LibQUAL+ project requires the skills of a dedicated group. We would like to thank several alumni members of the LibQUAL+ team for their key roles in the development of this service. From Texas A&M University, the qualitative leadership of Yvonna Lincoln has been key to the project's integrity. The behind-the-scenes roles of Bill Chollet and others from the library Systems and Training units were also formative in the early years. From the Association of Research Libraries, we are appreciative of contributions made by Consuella Askew, MaShana Davis, David Green, Richard Groves, Kaylyn Groves, Amy Hoseth, Kristina Justh, Mary Jackson, Jonathan Sousa, and Benny Yu.

A New Measures initiative of this scope is possible only as the collaborative effort of many libraries. To the directors and liaisons at all participating libraries goes the largest measure of gratitude. Without your commitment, the development of LibQUAL+ would not have been possible. We would like to extend a special thank you to all administrators at the participating consortia and libraries that are making this project happen effectively across various institutions.

We would like to acknowledge the role of the Fund for the Improvement of Post-secondary Education (FIPSE), U.S. Department of Education, which provided grant funds of \$498,368 over a three-year period (2001-03). We would also like to acknowledge the support of the National Science Foundation (NSF) for its grant of \$245,737 over a three-year period (2002-04) to adapt the LibQUAL+ instrument for use in the science, math, engineering, and technology education digital library community, a project known as DigiQUAL that produced valuable insights on the evolution of our work. We would like to express our thanks for the financial support that has enabled the researchers engaged in this project to exceed all of our expectations in stated goals and objectives and deliver a remarkable assessment tool to the library community.

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1.2 LibQUAL+®: A Project from StatsQUAL®

LibQUAL+ was initiated in 2000 as an experimental project for benchmarking perceptions of library service quality across 13 ARL libraries under the leadership of Fred Heath and Colleen Cook, then both at Texas A&M University Libraries. It matured quickly into a standard assessment tool that has been applied at more than 1,000 libraries. Through 2015, there have been 2,877 institutional surveys implemented across 1,327 institutions in over 29 countries, 18 language translations, and over 2.3 million respondents. About 42% of the users who respond to the survey provide rich comments about the ways they use their libraries.

LibQUAL+ findings have engaged thousands of librarians in discussions with colleagues and ARL on what these findings mean for local libraries, for their regions, and for the future of libraries across the globe. Consortia have supported their members' participation in LibQUAL+ in order to offer an informed understanding of the changes occurring in their shared environment. Summary highlights have been published on an annual basis showcasing the rich array of information available through LibQUAL+:

LibQUAL+ 2015 Survey Highlights

<https://www.libqual.org/documents/LibQual/publications/2015_LibQUAL_Highlights.pdf>

LibQUAL+® 2014 Survey Highlights

<https://www.libqual.org/documents/LibQual/publications/2014_LibQUAL_Highlights.pdf>

LibQUAL+® 2013 Survey Highlights

<https://www.libqual.org/documents/LibQual/publications/2013--_LibQUAL_Highlights.pdf>

LibQUAL+® 2012 Survey Highlights

<https://www.libqual.org/documents/LibQual/publications/2012_LibQUAL_Highlights.pdf>

LibQUAL+® 2011 Survey Highlights

<http://www.libqual.org/documents/LibQual/publications/LibQUALHighlights2011_Full.pdf>

<http://www.libqual.org/documents/LibQual/publications/LibQUALHighlights2011_Full_Supplement.pdf>

LibQUAL+® 2010 Survey Highlights

<http://www.libqual.org/documents/LibQual/publications/LibQUALHighlights2010_Full.pdf>

<http://www.libqual.org/documents/LibQual/publications/LibQUALHighlights2010_Full_Supplement.pdf>

LibQUAL+® 2009 Survey Highlights

<http://www.libqual.org/documents/admin/LibQUALHighlights2009_Full.pdf>

<http://www.libqual.org/documents/admin/LibQUALHighlights2009_Full_Supplement.pdf>

LibQUAL+® 2008 Survey Highlights

<http://www.libqual.org/documents/admin/LibQUALHighlights2008_Full1.pdf>

<http://www.libqual.org/documents/admin/LibQUALHighlights2008_Full_Supplement1.pdf>

LibQUAL+® 2007 Survey Highlights

<http://www.libqual.org/documents/admin/LibQUALHighlights2007_Full1.pdf>

<http://www.libqual.org/documents/admin/2007_Highlights_Supplemental.pdf>

LibQUAL+® 2006 Survey Highlights

<<http://www.libqual.org/documents/admin/LibQUALHighlights2006.pdf>>

LibQUAL+® 2005 Survey Highlights

<<http://www.libqual.org/documents/admin/LibQUALHighlights20051.pdf>>

LibQUAL+® 2004 Survey Highlights

<<http://www.libqual.org/documents/admin/ExecSummary%201.3.pdf>>

LibQUAL+® 2003 Survey Highlights

<http://www.libqual.org/documents/admin/ExecSummary1.1_locked.pdf>

Summary published reports have also been made available:

<<http://www.arl.org/resources/pubs/libqualpubs/index.shtml>>

The socio-economic and technological changes that are taking place around us are affecting the ways users interact with libraries. We used to think that libraries could provide *reliable and reasonably complete access* to published and scholarly output, yet we now know from LibQUAL+® that *users have an insatiable appetite for content. No library can ever have sufficient information content that would come close to satisfying this appetite. Furthermore, our websites, access technologies and discovery tools are not quite maximizing the value libraries can deliver. There is a lot of room for improvement in this area!*

The team at ARL and beyond is proud to develop and nurture the community that has been built around LibQUAL+. It is their belief that closer collaboration and sharing of resources will bring libraries nearer to meeting the ever-changing needs of their demanding users. It is this spirit of collaboration and a willingness to view the world of libraries as an organic, integrated, collaborative, complementary and cohesive environment that can bring forth scalable innovations and break new ground. Innovation, demonstrating value and marketing services effectively are key activities contributing to stronger libraries with better services and improved learning and research outcomes for library users.

1.3 LibQUAL+®: Defining and Promoting Library Service Quality

What is LibQUAL+?

LibQUAL+ is a suite of services that libraries use to solicit, track, understand, and act upon users' opinions of service quality. These services are offered to the library community by the Association of Research Libraries (ARL). The program's centerpiece is a rigorously tested Web-based survey paired with training that helps libraries assess and improve library services, change organizational culture, and market the library. The survey instrument measures library users' minimum, perceived, and desired service levels of service quality across three dimensions: Affect of Service, Information Control, and Library as Place. The goals of LibQUAL+ are to:

- Foster a culture of excellence in providing library service
- Help libraries better understand user perceptions of library service quality
- Collect and interpret library user feedback systematically over time
- Provide comparable assessment information from peer institutions
- Identify best practices in library service
- Enhance library staff members' analytical skills for interpreting, and acting on data

Since 2000, more than 1,300 libraries have participated in LibQUAL+, including college and university libraries, community college libraries, health sciences libraries, academic law libraries, and public libraries---some through various consortia, others as independent participants. LibQUAL+ has expanded internationally, with participating institutions in Africa, Asia, Australia and Europe. It has been translated into a number of languages, including Arabic, Afrikaans, Chinese (Traditional), Danish, Dutch, Estonian, Finnish, French, German, Greek, Hebrew, Japanese, Korean, Norwegian, Spanish, Swahili, Swedish, and Welsh. The growing LibQUAL+ community of participants and its extensive dataset are rich resources for improving library services.

How will LibQUAL+ benefit your library?

Library administrators have successfully used LibQUAL+ survey data to identify best practices, analyze deficits, and effectively allocate resources. Benefits to participating institutions include:

- Institutional data and reports that enable you to assess whether your library services are meeting user expectations
- Aggregate data and reports that allow you to compare your library's performance with that of peer institutions
- Workshops designed for LibQUAL+ participants
- Access to an online library of LibQUAL+ research articles
- The opportunity to become part of a community interested in developing excellence in library services

LibQUAL+ gives your library users a chance to tell you where your services need improvement so you can respond to and better manage their expectations. You can develop services that better meet your users' expectations by comparing your library's data with that of peer institutions and examining the practices of those libraries that are evaluated highly by their users.

How is the LibQUAL+ survey conducted?

Conducting the LibQUAL+ survey requires little technical expertise on your part. Use our online Management Center to set up and track the progress of your survey. You invite your users to take the survey by distributing the URL for your library's Web form via e-mail or posting a link to your survey on the library's Web site. Respondents complete the survey form and their answers are sent to the LibQUAL+ database. The data are analyzed and presented to you in reports describing your users' desired, perceived, and minimum expectations of service.

What are the origins of the LibQUAL+ survey?

The LibQUAL+ survey evolved from a conceptual model based on the SERVQUAL instrument, a popular tool for

assessing service quality in the private sector. The Texas A&M University Libraries and other libraries used modified SERVQUAL instruments for several years; those applications revealed the need for a newly adapted tool that would serve the particular requirements of libraries. ARL, representing the largest research libraries in North America, partnered with Texas A&M University Libraries to develop, test, and refine LibQUAL+. This effort was supported in part by a three-year grant from the U.S. Department of Education's Fund for the Improvement of Post-Secondary Education (FIPSE).

1.4 Web Access to Data

Data summaries from the 2016 iteration of the LibQUAL+® survey will be available to project participants online in the Data Repository via the LibQUAL+® survey management site:

<<http://www.libqual.org/repository>>

1.5 Explanation of Charts and Tables

A working knowledge of how to read and derive relevant information from the tables and charts used in your LibQUAL+® results notebook is essential. In addition to the explanatory text below, you can find a self-paced tutorial on the project web site at:

[<http://www.libqual.org/about/about_survey/tools>](http://www.libqual.org/about/about_survey/tools)

Both the online tutorial and the text below are designed to help you understand your survey results and present and explain those results to others at your library.

Radar Charts

Radar charts are commonly used throughout the following pages to display both aggregate results and results from individual institutions. Basic information about radar charts is outlined below, and additional descriptive information is included throughout this notebook.

What is a radar chart?

Radar charts are useful when you want to look at several different factors all related to one item. Sometimes called “spider charts” or “polar charts”, radar charts feature multiple axes or “spokes” along which data can be plotted. Variations in the data are shown by distance from the center of the chart. Lines connect the data points for each series, forming a spiral around the center.

In the case of the LibQUAL+® survey results, each axis represents a different survey question. Questions are identified by a code at the end of each axis. The three dimensions measured by the survey are grouped together on the radar charts, and each dimension is labeled: Affect of Service (AS), Information Control (IC), and Library as Place (LP).

Radar charts are used in this notebook to present the item summaries (the results from the 22 core survey questions).

How to read a radar chart

Radar charts are an effective way to show strengths and weaknesses graphically by enabling you to observe symmetry or uniformity of data. Points close to the center indicate a low value, while points near the edge indicate a high value. When interpreting a radar chart, it is important to check each individual axis as well as the chart’s overall shape in order to gain a complete understanding of its meaning. You can see how much data fluctuates by observing whether the spiral is smooth or has spikes of variability.

Respondents’ minimum, desired, and perceived levels of service quality are plotted on each axis of your LibQUAL+® radar charts. The resulting “gaps” between the three levels are shaded in blue, yellow, green, and red. Generally, a radar graph shaded blue and yellow indicates that users’ perceptions of service fall within the “zone of tolerance”; the distance between minimum expectations and perceptions of service quality is shaded in blue, and the distance between their desired and perceived levels of service quality is shown in yellow. When users’ perceptions fall outside the “zone of tolerance,” the graph will include areas of red and green shading. If the distance between users’ minimum expectations and perceptions of service delivery is represented in red, that indicates a negative service adequacy gap score. If the distance between the desired level of service and perceptions of service delivery is represented in green, that indicates a positive service superiority gap score.

Means

The mean of a collection of numbers is their arithmetic average, computed by adding them up and dividing by their total number.

In this notebook, means are provided for users’ minimum, desired, and perceived levels of service quality for each

item on the LibQUAL+® survey. Means are also provided for the general satisfaction and information literacy outcomes questions.

Standard Deviation

Standard deviation is a measure of the spread of data around their mean. The standard deviation (SD) depends on calculating the average distance of each score from the mean. If all users rated an item identically, the SD would be zero. Larger SDs indicate more disparate opinions of the users about library service quality.

In this notebook, standard deviations are provided for every mean presented in the tables. In a very real sense, the SD indicates how well a given numerical mean does at representing all the data. If the SD of the scores about a given mean was zero, the mean perfectly represents everyone's scores, and all the scores and the mean are all identical!

Service Adequacy

The service adequacy gap score is calculated by subtracting the minimum score from the perceived score on any given question, for each user. Both means and standard deviations are provided for service adequacy gap scores on each item of the survey, as well as for each of the three dimensions of library service quality. In general, service adequacy is an indicator of the extent to which you are meeting the minimum expectations of your users. A negative service adequacy gap score indicates that your users' perceived level of service quality is below their minimum level of service quality and is printed in red.

Service Superiority

The service superiority gap score is calculated by subtracting the desired score from the perceived score on any given question, for each user. Both means and standard deviations are provided for service superiority gap scores on each item of the survey, as well as for each of the three dimensions of library service quality. In general, service superiority is an indicator of the extent to which you are exceeding the desired expectations of your users. A positive service superiority gap score indicates that your users' perceived level of service quality is above their desired level of service quality and is printed in green.

Sections with charts and tables are omitted from the following pages when there are three or fewer individuals in a specific group.

In consortia notebooks, institution type summaries are not shown if there is only one library for an institution type. Individual library notebooks are produced separately for each participant.

1.6 A Few Words about LibQUAL+® 2016

Libraries today confront escalating pressure to demonstrate value and impact. As Cullen (2001) has noted,

Academic libraries are currently facing their greatest challenge since the explosion in tertiary education and academic publishing which began after World War II... [T]he emergence of the virtual university, supported by the virtual library, calls into question many of our basic assumptions about the role of the academic library, and the security of its future. Retaining and growing their customer base, and focusing more energy on meeting their customers' expectations is the only way for academic libraries to survive in this volatile environment. (pp. 662-663)

Today, "A measure of library quality based solely on collections has become obsolete" (Nitecki, 1996, p. 181). These considerations have prompted the Association of Research Libraries (ARL) to sponsor a number of "New Measures" initiatives. The New Measures efforts represent a collective determination on the part of the ARL membership to augment the collection-count and fiscal input measures that comprise the ARL Index and ARL Statistics, to date the most consistently collected statistics for research libraries, with outcome measures such as assessments of service quality and satisfaction. One New Measures Initiative is the LibQUAL+ service (Cook, Heath & B. Thompson, 2002, 2003; Heath, Cook, Kyrillidou & Thompson, 2002; Kyrillidou & Cook, 2008; Kyrillidou, Cook, & Rao, 2008; Thompson, Cook & Heath, 2003; Thompson, Cook & Thompson, 2002; Thompson, Kyrillidou & Cook, 2007a, 2007b, 2008).

Within a service-quality assessment model, "only customers judge quality; all other judgments are essentially irrelevant" (Zeithaml, Parasuraman, Berry, 1990, p. 16). LibQUAL+® was modeled on the 22-item SERVQUAL tool developed by Parasuraman, Berry and Zeithaml (Parasuraman, Berry & Zeithaml, 1991). However, SERVQUAL has been shown to measure some issues not particularly relevant in libraries, and to not measure some issues of considerable interest to library users.

The final 22 LibQUAL+ items were developed through several iterations of studies involving a larger pool of 56 items. The selection of items employed in the LibQUAL+ survey has been grounded in the users' perspective as revealed in a series of qualitative studies involving a larger pool of items. The items were identified following qualitative research interviews with student and faculty library users at several different universities (Cook, 2002a; Cook & Heath, 2001).

LibQUAL+ is not just a list of 22 standardized items. First, LibQUAL+ offers libraries the ability to select five optional local service quality assessment items. Second, the survey includes a comments box soliciting open-ended user views. Almost half of the people responding to the LibQUAL+ survey provide valuable feedback through the comments box. These open-ended comments are helpful for not only (a) understanding why users provide certain ratings, but also (b) understanding what policy changes users suggest, because many users feel the obligation to be constructive. Participating libraries are finding the real-time access to user comments one of the most useful devices in challenging library administrators to think outside of the box and develop innovative ways for improving library services.

LibQUAL+ is one of 11 ways of listening to users, called a total market survey. As Berry (1995) explained,

When well designed and executed, total market surveys provide a range of information unmatched by any other method... A critical facet of total market surveys (and the reason for using the word 'total') is the measurement of competitors' service quality. This [also] requires using non-customers in the sample to rate the service of their suppliers. (p. 37)

Although (a) measuring perceptions of both users and non-users, and (b) collecting perceptions data with regard to peer institutions can provide important insights Berry recommended using multiple listening methods and emphasized that "Ongoing data collection... is a necessity. Transactional surveys, total market surveys, and employee research should always be included" (Berry, 1995, p. 54).

LibQUAL+ Lite

In 2010, the LibQUAL+ Lite customization feature was introduced: a shorter version of the survey that takes less time to fill in. The Lite protocol uses item sampling methods to gather data on all 22 LibQUAL+ core items, while only requiring a given single user to respond to a subset of the 22 core questions. Every Lite user responds to one “linking” item from each of the subscales (Affect of Service, Information Control, and Library as Place), and to a randomly-selected subset of five items from the remaining 19 core LibQUAL+ items. However, all 22 core items are completed by at least some users on a given campus. As a consequence, because individual Lite users only complete a subset of the core items, survey response times are roughly cut in half, while the library still receives data on every survey question. Each participating library sets a “Lite-view Percentage” to determine what percentage of individuals will randomly receive the Lite versus the long version of the survey.

The mechanics of item sampling strategy and results from pilot testing are described in Martha Kyrillidou’s dissertation, *Item Sampling in Service Quality Assessment Surveys to Improve Response Rates and Reduce Respondent Burden: The “LibQUAL+® Lite” Randomized Control Trial (RCT)*. Findings indicate that LibQUAL+ Lite is the preferred and improved alternative to the long form of 22 core items that has been established since 2003. The difference between the long and the Lite version of the survey is enough to result in higher participation rates ranging from 3.1 to 10.6 percent more for surveys that reduce average response times from 10 to 6 minutes (Kyrillidou, 2009, Thompson, Kyrillidou & Cook, 2009a; Thompson, Kyrillidou & Cook, 2009b).

Score Scaling

“Perceived” scores on the 22 LibQUAL+ core items, the three subscales, and the total score, are all scaled 1 to 9, with 9 being the most favorable. Both the gap scores (“Adequacy” = “Perceived” - “Minimum”; “Superiority” = “Perceived” - “Desired”) are scaled such that higher scores are more favorable. Thus, an *adequacy* gap score of +1.2 on an item, subscale, or total score is better than an adequacy gap score of +1.0. A *superiority* gap score of -0.5 on an item, subscale, or total score is better than a superiority gap score of -1.0.

Using LibQUAL+ Data

In some cases LibQUAL+ data may confirm prior expectations and library staff will readily formulate action plans to remedy perceived deficiencies. But in many cases library decision-makers will seek additional information to corroborate interpretations or to better understand the dynamics underlying user perceptions.

For example, once an interpretation is formulated, library staff might review recent submissions of users to suggestion boxes to evaluate whether LibQUAL+ data are consistent with interpretations, and the suggestion box data perhaps also provide user suggestions for remedies. User focus groups also provide a powerful way to explore problems and potential solutions. A university-wide retreat with a small-group facilitated discussion to solicit suggestions for improvement is another follow-up mechanism that has been implemented in several LibQUAL+ participating libraries.

Indeed, the open-ended comments gathered as part of LibQUAL+ are themselves useful in fleshing out insights into perceived library service quality. Respondents often use the comments box on the survey to make constructive suggestions on specific ways to address their concerns. Qualitative analysis of these comments can be very fruitful. In short, LibQUAL+ is not 22 items. LibQUAL+® is 22 items plus a comments box!

Cook (2002b) provided case study reports of how staff at various libraries have employed data from prior renditions of LibQUAL+. Heath, Kyrillidou, and Askew edited a special issue of the *Journal of Library Administration* (Vol. 40, No. 3/4) reporting additional case studies on the use of LibQUAL+ data to aid the improvement of library service quality. This special issue has also been published by Hayworth Press as a monograph. Kyrillidou (2008) edited a compilation of articles that complements and provides an updated perspective on these earlier special issues. These publications can be ordered by sending an email to libqual@arl.org. Numerous other articles have been published in the literature; a bibliography can be found in the Publications section of the LibQUAL+ website under ‘Related articles.’

Data Screening

The 22 LibQUAL+ core items measure perceptions of total service quality, as well as three sub-dimensions of perceived library quality: (a) *Service Affect* (9 items, such as "willingness to help users"); (b) *Information Control* (8 items, such as "a library Web site enabling me to locate information on my own" and "print and/or electronic journal collections I require for my work"); and (c) *Library as Place* (5 items, such as "a getaway for study, learning, or research").

However, as happens in any survey, some users provided incomplete data, inconsistent data, or both. In compiling the summary data reported here, several criteria were used to determine which respondents to omit from these analyses.

1. Complete Data. The Web software that presents the core items monitors whether a given user has completed all items. On each of these items, in order to submit the survey successfully, users must provide a rating of (a) minimally-acceptable service, (b) desired service, and (c) perceived service or rate the item "not applicable" ("N/A"). If these conditions are not met, when the user attempts to leave the Web page presenting the core items, the software shows the user where missing data are located, and requests complete data. The user may of course abandon the survey without completing all the items. *Only records with complete data on the presented core items and where respondents chose a "user group," if applicable, were retained in summary statistics.*

2. "N/A" Responses. Because some institutions provided access to a lottery drawing for an incentive for completing the survey, some users might have selected "N/A" choices for all or most of the items rather than reporting their actual perceptions. Or, some users may have views on such a narrow range of quality issues that their data are not very informative. *It was decided that records of the long version of the survey containing more than 11 "N/A" responses and records of the Lite version containing more than 4 "N/A" responses should be eliminated from the summary statistics.*

3. Inconsistent Responses. On the LibQUAL+® survey, user perceptions can be interpreted by locating "perceived" results within the "zone of tolerance" defined by data from the "minimum" and the "desired" ratings. For example, a mean "perceived" rating of 7.5 on the 1-to-9 (9 is highest) scale might be very good if the mean "desired" rating is 6.0. But a 7.5 perception score is less satisfactory if the mean "desired" rating is 8.6, or if the mean "minimum" rating is 7.7.

One appealing feature of such a "gap measurement model" is that the rating format provides a check for inconsistencies (i.e., score inversions) in the response data (Thompson, Cook & Heath, 2000). Logically, on a given item the "minimum" rating should not be higher than the "desired" rating on the same item. For each user a count of such inconsistencies was made. *Records of the long version of the survey containing more than 9 logical inconsistencies and records of the Lite version containing more than 3 logical inconsistencies were eliminated from the summary statistics.*

LibQUAL+ Norms

An important way to interpret LibQUAL+ data is by examining the zones of tolerance for items, the three subscale scores, and the total scores. However, the collection of such a huge number of user perceptions has afforded us with the unique opportunity to create norms tables that provide yet another perspective on results.

Norms tell us how scores "stack up" within a particular user group. For example, on the 1-to-9 (9 is highest) scale, users might provide a mean "perceived" rating of 6.5 on an item, "the printed library materials I need for my work." The same users might provide a mean rating on "minimum" for this item of 7.0, and a mean service-adequacy "gap score" (i.e., "perceived" minus "minimum") of -0.5.

The zone-of-tolerance perspective suggests that this library is not doing well on this item, because "perceived" falls below "minimally acceptable." This is important to know. But there is also a second way (i.e., normatively) to interpret the data. Both perspectives can be valuable.

A total market survey administered to more than 100,000 users, as was LibQUAL+ in 2004 and 2005, affords the opportunity to ask normative questions such as, "How does a mean 'perceived' score of 6.5 stack up among all individual users who completed the survey?," or "How does a mean service-adequacy gap score of -0.5 stack up

among the gap scores of all institutions participating in the survey?"

If 70 percent of individual users generated "perceived" ratings lower than 6.5, 6.5 might not be so bad. And if 90 percent of institutions had service-adequacy gap scores lower than -0.5 (e.g., -0.7, -1.1), a mean gap score of -0.5 might actually be quite good. Users simply may have quite high expectations in this area. They may also communicate their dissatisfaction by rating both (a) "perceived" lower and (b) "minimum" higher. This does not mean that a service-adequacy gap score of -0.5 is necessarily a cause for celebration. But a service-adequacy gap score of -0.5 on an item for which 90 percent of institutions have a lower gap score is a different gap score than the same -0.5 for a different item in which 90 percent of institutions have a higher service-adequacy gap score.

Only norms give us insight into this comparative perspective. And a local user-satisfaction survey (as against a total market survey) can never provide this insight.

Common Misconception Regarding Norms. An unfortunate and incorrect misconception is that norms make value statements. Norms do not make value statements! Norms make fact statements. If you are a forest ranger, and you make \$25,000 a year, a norms table might inform you of the fact that you make less money than 85 percent of the adults in the United States.

But if you love the outdoors, you do not care very much about money, and you are very service-oriented, this fact statement might not be relevant to you. Or, in the context of your values, you might interpret this fact as being quite satisfactory.

LibQUAL+ Norms Tables. Of course, the fact statements made by the LibQUAL+ norms are only valuable if you care about the dimensions being evaluated by the measure. More background on LibQUAL+ norms is provided by Cook and Thompson (2001), and Cook, Heath and B. Thompson (2002). LibQUAL+ norms are available on the LibQUAL+ website at:

http://www.libqual.org/resources/norms_tables

Response Rates

At the American Library Association (ALA) Midwinter Meeting in San Antonio in January 2000, participants were cautioned that response rates on the final LibQUAL+® survey would probably range from 25-33 percent. Higher response rates can be realized (a) with shorter surveys that (b) are directly action-oriented (Cook, Heath & R.L. Thompson, 2000). For example, a very high response rate could be realized by a library director administering the following one-item survey to users:

Instructions. Please tell us what time to close the library every day. In the future **we will close at whatever time receives the most votes.**

Should we close the library at?

(A) 10 p.m. (B) 11 p.m. (C) midnight (D) 2 p.m.

Lower response rates will be expected for total market surveys measuring general perceptions of users across institutions, and when an intentional effort is made to solicit perceptions of both users and non-users. Two considerations should govern the evaluation of LibQUAL+ response rates.

Minimum Response Rates. Response rates are computed by dividing the number of completed surveys at an institution by the number of persons asked to complete the survey. However, we do not know the actual response rates on LibQUAL+, because we do not know the correct denominators for these calculations.

For example, given inadequacy in records at schools, we are not sure how many e-mail addresses for users are accurate. And we do not know how many messages to invite participation were actually opened. In other words, what we know for LibQUAL+ is the "lower-bound estimate" of response rates.

For example, if 200 out of 800 solicitations result in completed surveys, we know that the response rate is at least 25 percent. But because we are not sure whether 800 e-mail addresses were correct or that 800 e-mail messages were opened, we are not sure that 800 is the correct denominator. The response rate involving only correct e-mail addresses might be 35 or 45 percent. We don't know the exact response rate.

Representativeness Versus Response Rate. If 100 percent of the 800 people we randomly selected to complete our survey did so, then we can be assured that the results are representative of all users. But if only 25 percent of the 800 users complete the survey, the representativeness of the results is not assured. Nor is unrepresentativeness assured.

Representativeness is actually a matter of degree. And several institutions each with 25 percent response rates may have data with different degrees of representativeness.

We can never be sure about how representative our data are as long as not everyone completes the survey. But we can at least address this concern by comparing the demographic profiles of survey completers with the population (Thompson, 2000). At which university below would one feel more confident that LibQUAL+ results were reasonably representative?

Alpha University	
Completers (n=200 / 800) Gender Students 53% female Faculty 45% female Disciplines Liberal Arts 40% Science 15% Other 45%	Population (N=16,000) Gender Students 51% female Faculty 41% female Disciplines Liberal Arts 35% Science 20% Other 45%
Omega University	
Completers (n=200 / 800) Gender Students 35% female Faculty 65% female Disciplines Liberal Arts 40% Science 20% Other 40%	Population (N=23,000) Gender Students 59% female Faculty 43% female Disciplines Liberal Arts 15% Science 35% Other 50%

The persuasiveness of such analyses is greater as the number of variables used in the comparisons is greater. The LibQUAL+ software has been expanded to automate these comparisons and to output side-by-side graphs and tables comparing sample and population profiles for given institutions. Show these to people who question result representativeness.

However, one caution is in order regarding percentages. When total n is small for an institution, or within a particular subgroup, huge changes in percentages can result from very small shifts in numbers.

LibQUAL+ Analytics

The LibQUAL+ Analytics is a tool that permits participants to dynamically create institution-specific tables and charts for different subgroups and across years. The current interface grants access to 2004-2016 statistical data and unifies the analysis within an institution's data (formerly called institution explorer) and across time (longitudinal analysis). It provides a one-stop dynamic shop to interactively analyze results and benchmark with other institutions. Participants can refine the data by selecting specific years, user groups, and disciplines, view and save the selection in various tables and charts, and download their datasets for further manipulation in their preferred software. For a subscription to LibQUAL+ Analytics, e-mail libqual@arl.org.

Survey Data

In addition to the notebooks, the norms, and the Analytics, LibQUAL+ also makes available (a) raw survey data in SPSS and (b) raw survey data in Excel for all participating libraries. The survey comments are also downloadable in various formats from the website.

Library Assessment Conference

The growing community of practice related to library assessment is convening regularly in North America through the Library Assessment Conference. Gatherings of this community have taken place on a biennial basis since 2006. The proceedings and recent information are available at

<<http://www.libraryassessment.org>>

For more information, about LibQUAL+® or the Association of Research Libraries' Statistics and Assessment program, see:

<<http://www.libqual.org/>>

<<http://www.statsqual.org/>>

<<http://www.arl.org/stats/>>

<<http://www.arl.org/focus-areas/statistics-assessment>>

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1 Survey Protocol and Language for ARL

The data below indicate the number of valid surveys collected by language and long/Lite breakdowns.

		Long	Lite	Total (by Language)
English (American)	Count	3,452	17,059	20,511
	% of Protocol	100.00	100.00	100.00
	% of Language	16.83	83.17	100.00
	% of Total Cases	16.83	83.17	100.00
Total (by Survey Protocol)	Count	3,452	17,059	20,511
	% of Protocol	100.00	100.00	100.00
	% of Language	16.83	83.17	100.00
	% of Total Cases	16.83	83.17	100.00

2 Respondents by Institution for ARL

Below is a listing of all the consortium institutions that participated in the 2013 LibQUAL+® survey. Where applicable, they have been separated out by library type (e.g. Academic Health Sciences, College or University, Community College). The number of respondents from each institution and the percentage of the total number of consortium respondents that they represent are provided.

Institution	Respondents n	Respondents %
College or University		
1) Brigham Young University : LDS Business College	427	2.08%
2) McGill University Library	870	4.24%
3) New York University Libraries	1,921	9.37%
4) Rutgers, the State University of New Jersey	6,263	30.53%
5) University of British Columbia	883	4.31%
6) University of California, Irvine	1,392	6.79%
7) University of Colorado at Boulder Libraries	898	4.38%
8) University of Delaware	2,981	14.53%
9) University of Georgia Libraries	1,254	6.11%
10) University of Texas at Austin	1,021	4.98%
11) University of Toronto Libraries	753	3.67%
12) Western University	1,674	8.16%
Sub Total	20,337	99.15%
Academic Law		
13) Brigham Young University : Howard W. Hunter Law Library	174	0.85%
Sub Total	174	0.85%
Grand Total:	20,511	100.00%

3 Summary for College or University

3.1 Demographic Summary for College or University

3.1.1 Respondents by User Group

User Group	Respondent n	Respondent %
Undergraduate		
First year	2,487	12.23%
Second year	2,403	11.82%
Third year	2,715	13.35%
Fourth year	2,206	10.85%
Fifth year and above	515	2.53%
Non-degree	418	2.06%
Sub Total:	10,744	52.83%
Graduate		
Masters	2,826	13.90%
Doctoral	2,445	12.02%
Non-degree or Undecided	472	2.32%
Sub Total:	5,743	28.24%
Faculty		
Professor	681	3.35%
Associate Professor	538	2.65%
Assistant Professor	401	1.97%
Lecturer	232	1.14%
Adjunct Faculty	217	1.07%
Other Academic Status	979	4.81%
Sub Total:	3,048	14.99%
Library Staff		
Administrator	16	0.08%
Manager, Head of Unit	9	0.04%
Public Services	22	0.11%
Systems	7	0.03%
Technical Services	8	0.04%
Other	86	0.42%
Sub Total:	148	0.73%
Staff		
Research Staff	87	0.43%
Other Staff Positions	567	2.79%
Sub Total:	654	3.22%
Total:	20,337	100.00%

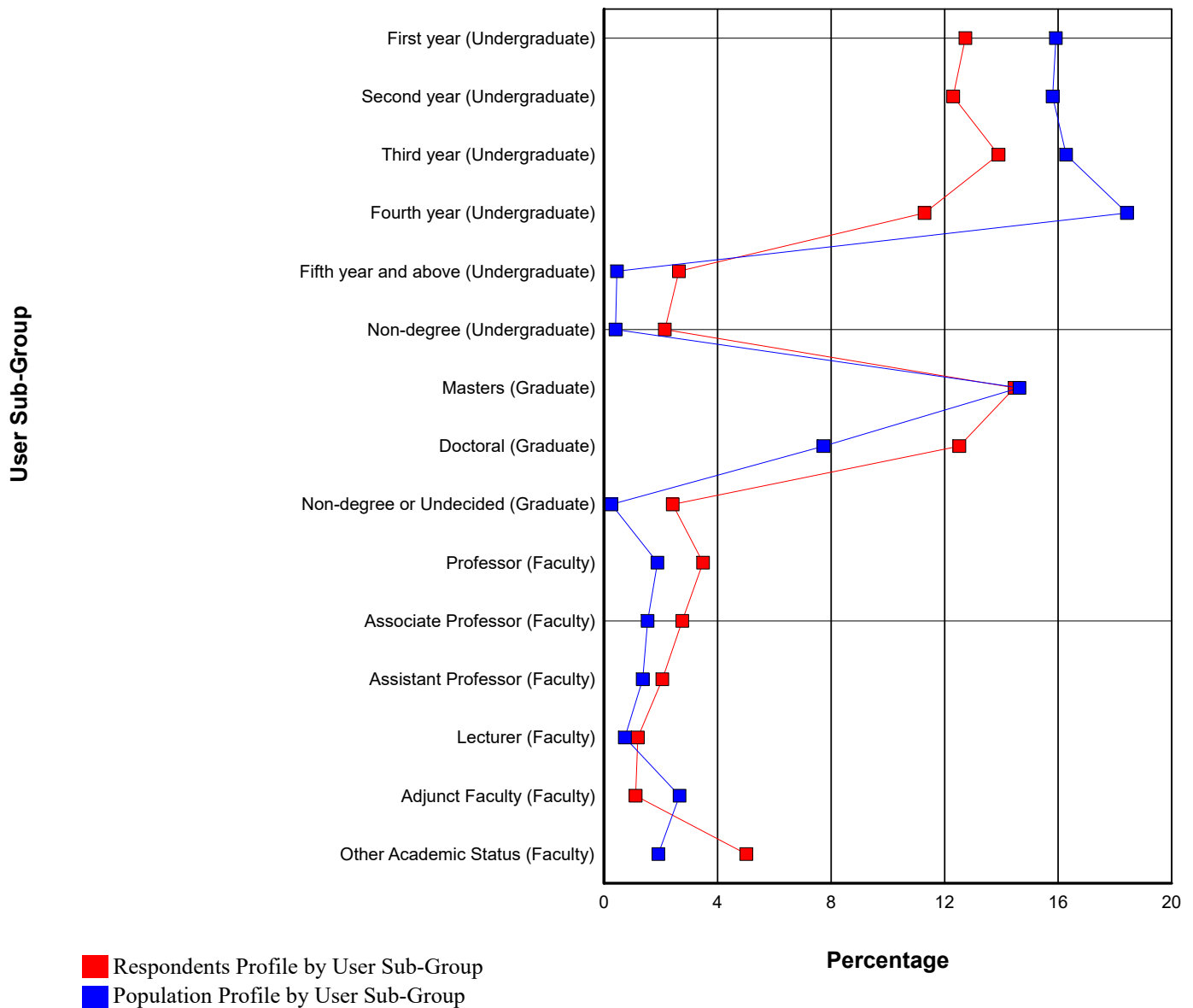
Language: English (American)
Institution Type: College or University
Consortium: ARL
User Group: All

3.1.2 Population and Respondents by User Sub-Group

The chart and table below show a breakdown of survey respondents by sub-group (e.g. First year, Masters, Professor), based on user responses to the demographic questions at the end of the survey instrument and the demographic data provided by institutions in the online Representativeness section*.

The chart maps the percentage of respondents for each user subgroup in red. Population percentages for each user subgroup are mapped in blue. The table shows the number and percentage for each user sub-group for the general population (N) and for survey respondents (n).

**Note: Participating institutions were not required to complete the Representativeness section. When population data is missing or incomplete, it is because this data was not provided.*



Language: English (American)
 Institution Type: College or University
 Consortium: ARL
 User Group: All (Excluding Library Staff, Staff)

User Sub-Group	Population N	Population %	Respondents n	Respondents %	%N - %n
First year (Undergraduate)	67,406	15.92	2,487	12.73	3.19
Second year (Undergraduate)	66,929	15.81	2,403	12.30	3.51
Third year (Undergraduate)	68,938	16.28	2,715	13.90	2.38
Fourth year (Undergraduate)	78,017	18.43	2,206	11.29	7.13
Fifth year and above (Undergraduate)	1,919	0.45	515	2.64	-2.18
Non-degree (Undergraduate)	1,709	0.40	418	2.14	-1.74
Masters (Graduate)	61,980	14.64	2,826	14.47	0.17
Doctoral (Graduate)	32,758	7.74	2,445	12.52	-4.78
Non-degree or Undecided (Graduate)	1,104	0.26	472	2.42	-2.16
Professor (Faculty)	7,960	1.88	681	3.49	-1.61
Associate Professor (Faculty)	6,491	1.53	538	2.75	-1.22
Assistant Professor (Faculty)	5,761	1.36	401	2.05	-0.69
Lecturer (Faculty)	3,094	0.73	232	1.19	-0.46
Adjunct Faculty (Faculty)	11,253	2.66	217	1.11	1.55
Other Academic Status (Faculty)	8,093	1.91	979	5.01	-3.10
Total:	423,412	100.00	19,535	100.00	0.00

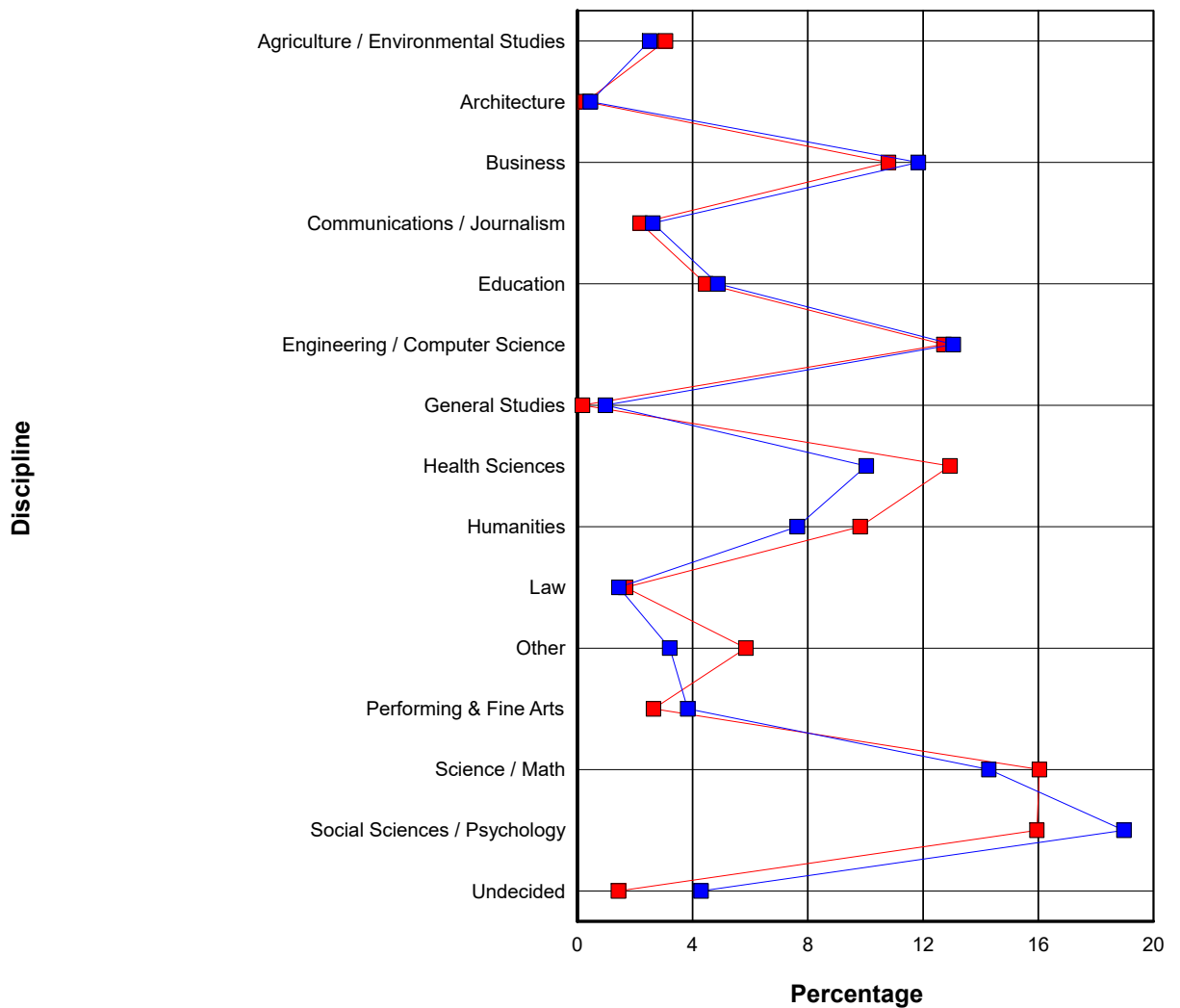
Language: English (American)
Institution Type: College or University
Consortium: ARL
User Group: All (Excluding Library Staff, Staff)

3.1.3 Population and Respondents by Standard Discipline

The chart and table below show a breakdown of survey respondents by discipline, based on user responses to the demographic questions and the demographic data provided by institutions in the online Representativeness section*.

This section shows survey respondents broken down based on the LibQUAL+® standard discipline categories. The chart maps percentage of respondents for each discipline in red. Population percentages for each discipline are mapped in blue. The table shows the number and percentage for each discipline, for the general population (N) and for survey respondents (n).

**Note: Participating institutions were not required to complete the Representativeness section. When population data is missing or incomplete, it is because this data was not provided.*



■ Respondent Profile by Discipline
■ Population Profile by Discipline

Language: English (American)
 Institution Type: College or University
 Consortium: ARL
 User Group: All (Excluding Library Staff, Staff)

Discipline	Population N	Population %	Respondents n	Respondents %	%N - %n
Agriculture / Environmental Studies	12,010	2.51	597	3.06	-0.55
Architecture	2,169	0.45	56	0.29	0.17
Business	56,723	11.84	2,109	10.80	1.04
Communications / Journalism	12,536	2.62	425	2.18	0.44
Education	23,348	4.87	870	4.46	0.42
Engineering / Computer Science	62,536	13.05	2,485	12.73	0.33
General Studies	4,656	0.97	34	0.17	0.80
Health Sciences	48,058	10.03	2,526	12.94	-2.91
Humanities	36,590	7.64	1,917	9.82	-2.18
Law	6,887	1.44	326	1.67	-0.23
Other	15,361	3.21	1,142	5.85	-2.64
Performing & Fine Arts	18,352	3.83	516	2.64	1.19
Science / Math	68,455	14.29	3,132	16.04	-1.75
Social Sciences / Psychology	90,918	18.97	3,115	15.95	3.02
Undecided	20,567	4.29	278	1.42	2.87
Total:	479,166	100.00	19,528	100.00	0.00

Language: English (American)
Institution Type: College or University
Consortium: ARL
User Group: All (Excluding Library Staff, Staff)

3.1.4 Respondent Profile by Age:

This table shows a breakdown of survey respondents by age; both the number of respondents (n) and the percentage of the total number of respondents represented by each age group are displayed.

Age:	Respondents n	Respondents %
Under 18	49	0.26
18 - 22	8,577	46.35
23 - 30	4,822	26.06
31 - 45	2,630	14.21
46 - 65	1,999	10.80
Over 65	429	2.32
Total:	18,506	100.00

3.1.5 Respondent Profile by Sex:

The table below shows a breakdown of survey respondents by sex, based on user responses to the demographic questions and the demographic data provided by institutions in the online Representativeness section*. The number and percentage for each sex are given for the general population and for survey respondents.

*Note: Participating institutions were not required to complete the Representativeness section. When population data is missing or incomplete, it is because this data was not provided.

Sex:	Population N	Population %	Respondents n	Respondents %
Female	173,758	53.97	4,985	59.13
Male	148,216	46.03	3,445	40.87
Total:	321,974	100.00	8,430	100.00

3.1.6 Respondent Profile by Full or part-time student?

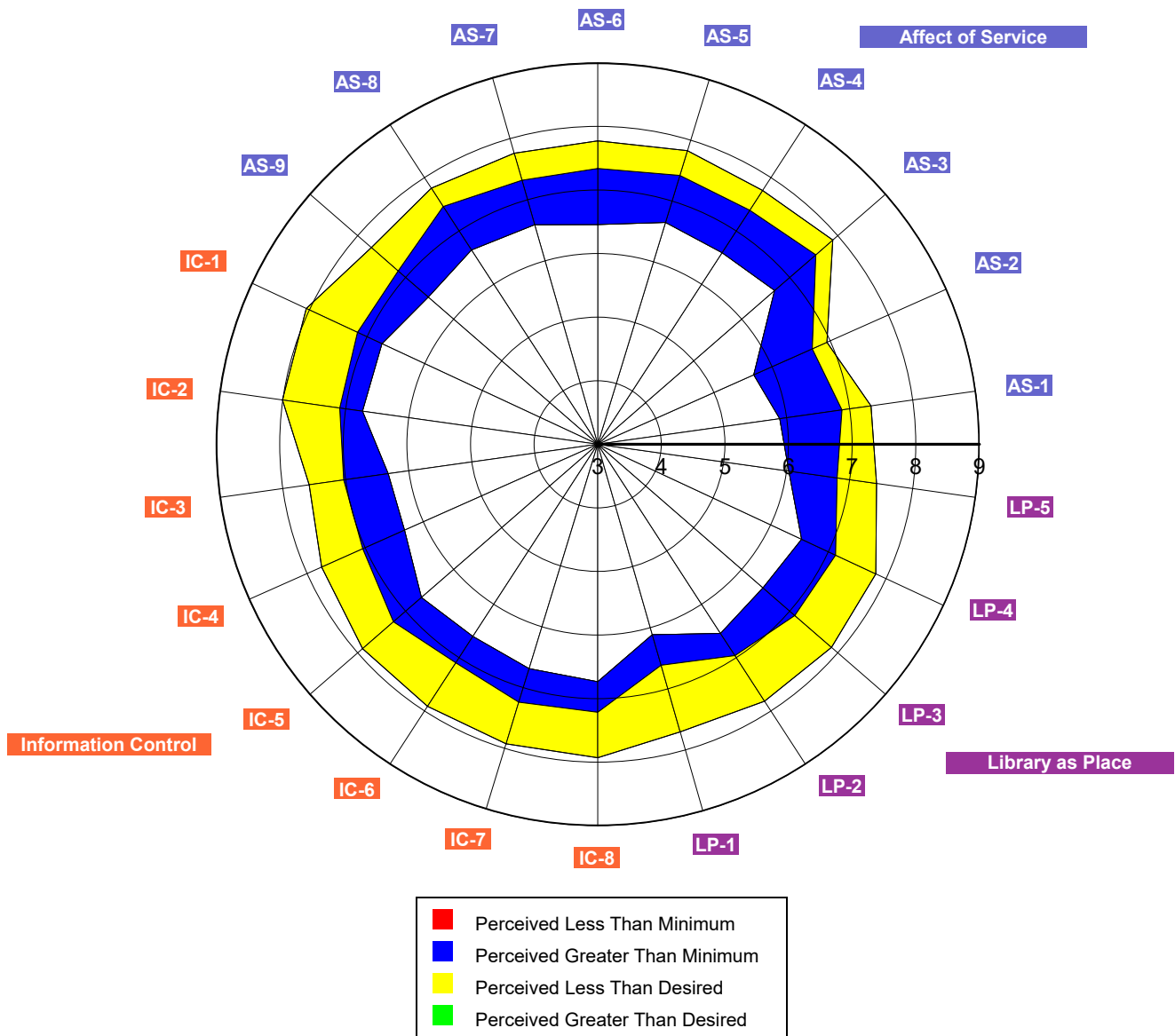
Full or part-time student?	Population N	Population %	Respondents n	Respondents %
Full-time	373,505	83.27	13,736	74.68
Part-time	63,299	14.11	1,277	6.94
Does not apply / NA	11,746	2.62	3,381	18.38
Total:	448,550	100.00	18,394	100.00

3.2 Core Questions Summary for ARL

This radar chart shows the aggregate results for the core survey questions. Each axis represents one question. A code to identify each question is displayed at the outer point of each axis. While questions for each dimension of library service quality are scattered randomly throughout the survey, on this chart they are grouped into sections: Affect of Service, Information Control, and Library as Place.

On each axis, respondents' minimum, desired, and perceived levels of service quality are plotted, and the resulting "gaps" between the three levels (representing service adequacy or service superiority) are shaded in blue, yellow, green, and red.

The following two tables show mean scores and standard deviations for each question, where *n* is the number of respondents for each particular question. (For a more detailed explanation of the headings, see the Introduction to this notebook.)



Language: English (American)
 Institution Type: College or University
 Consortium: ARL
 User Group: All (Excluding Library Staff)

ID	Question Text	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
Affect of Service							
AS-1	Employees who instill confidence in users	5.89	7.34	6.88	0.99	-0.46	6,404
AS-2	Giving users individual attention	5.69	6.95	6.69	1.01	-0.25	7,282
AS-3	Employees who are consistently courteous	6.69	7.90	7.54	0.86	-0.35	7,373
AS-4	Readiness to respond to users' questions	6.59	7.76	7.39	0.80	-0.37	6,991
AS-5	Employees who have the knowledge to answer user questions	6.65	7.83	7.42	0.77	-0.40	7,310
AS-6	Employees who deal with users in a caring fashion	6.46	7.77	7.34	0.88	-0.43	19,052
AS-7	Employees who understand the needs of their users	6.59	7.76	7.32	0.73	-0.44	7,110
AS-8	Willingness to help users	6.64	7.80	7.46	0.82	-0.34	7,141
AS-9	Dependability in handling users' service problems	6.53	7.72	7.16	0.63	-0.56	5,974
Information Control							
IC-1	Making electronic resources accessible from my home or office	6.74	8.05	7.17	0.42	-0.89	7,217
IC-2	A library Web site enabling me to locate information on my own	6.74	8.00	7.10	0.36	-0.91	8,521
IC-3	The printed library materials I need for my work	6.33	7.58	7.03	0.71	-0.55	7,296
IC-4	The electronic information resources I need	6.32	7.75	7.04	0.72	-0.71	19,558
IC-5	Modern equipment that lets me easily access needed information	6.67	7.90	7.26	0.58	-0.64	8,247
IC-6	Easy-to-use access tools that allow me to find things on my own	6.60	7.91	7.10	0.49	-0.82	8,350
IC-7	Making information easily accessible for independent use	6.69	7.93	7.24	0.55	-0.68	7,926
IC-8	Print and/or electronic journal collections I require for my work	6.74	7.93	7.22	0.48	-0.71	6,715
Library as Place							
LP-1	Library space that inspires study and learning	6.12	7.71	6.62	0.50	-1.09	19,084
LP-2	Quiet space for individual activities	6.55	7.82	6.96	0.42	-0.85	7,144
LP-3	A comfortable and inviting location	6.44	7.87	7.11	0.66	-0.76	7,320
LP-4	A getaway for study, learning, or research	6.54	7.82	7.13	0.59	-0.70	7,008
LP-5	Community space for group learning and group study	6.03	7.43	6.80	0.77	-0.62	6,645
Overall:		6.41	7.75	7.05	0.64	-0.70	20,189

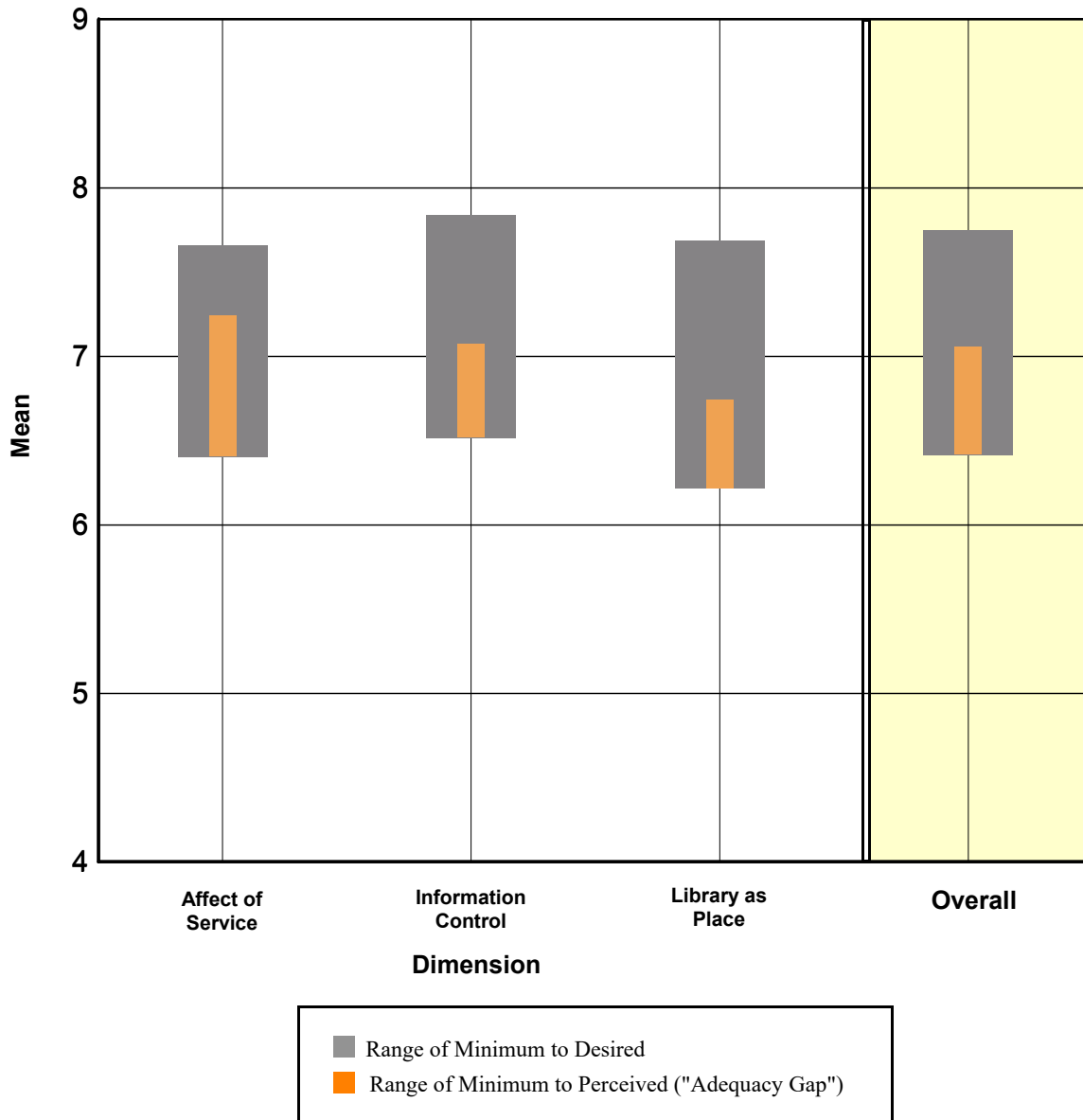
Language: English (American)
Institution Type: College or University
Consortium: ARL
User Group: All (Excluding Library Staff)

ID	Question Text	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
Affect of Service							
AS-1	Employees who instill confidence in users	1.99	1.68	1.69	1.82	1.68	6,404
AS-2	Giving users individual attention	2.10	1.90	1.81	1.85	1.72	7,282
AS-3	Employees who are consistently courteous	1.86	1.41	1.55	1.90	1.59	7,373
AS-4	Readiness to respond to users' questions	1.80	1.45	1.53	1.76	1.48	6,991
AS-5	Employees who have the knowledge to answer user questions	1.80	1.45	1.51	1.75	1.49	7,310
AS-6	Employees who deal with users in a caring fashion	1.89	1.47	1.60	1.90	1.63	19,052
AS-7	Employees who understand the needs of their users	1.82	1.44	1.52	1.75	1.49	7,110
AS-8	Willingness to help users	1.83	1.44	1.49	1.77	1.48	7,141
AS-9	Dependability in handling users' service problems	1.81	1.47	1.58	1.78	1.58	5,974
Information Control							
IC-1	Making electronic resources accessible from my home or office	1.85	1.39	1.67	1.92	1.71	7,217
IC-2	A library Web site enabling me to locate information on my own	1.76	1.37	1.61	1.88	1.69	8,521
IC-3	The printed library materials I need for my work	1.99	1.71	1.69	2.03	1.86	7,296
IC-4	The electronic information resources I need	1.86	1.56	1.56	1.92	1.76	19,558
IC-5	Modern equipment that lets me easily access needed information	1.76	1.41	1.53	1.82	1.62	8,247
IC-6	Easy-to-use access tools that allow me to find things on my own	1.75	1.37	1.58	1.83	1.65	8,350
IC-7	Making information easily accessible for independent use	1.70	1.33	1.51	1.73	1.53	7,926
IC-8	Print and/or electronic journal collections I require for my work	1.88	1.49	1.59	1.99	1.74	6,715
Library as Place							
LP-1	Library space that inspires study and learning	1.96	1.70	1.85	2.26	2.22	19,084
LP-2	Quiet space for individual activities	1.95	1.63	1.80	2.23	2.09	7,144
LP-3	A comfortable and inviting location	1.84	1.42	1.67	2.02	1.82	7,320
LP-4	A getaway for study, learning, or research	1.89	1.55	1.65	2.00	1.83	7,008
LP-5	Community space for group learning and group study	2.08	1.85	1.80	2.25	2.16	6,645
Overall:		1.44	1.08	1.24	1.44	1.24	20,189

Language: English (American)
Institution Type: College or University
Consortium: ARL
User Group: All (Excluding Library Staff)

3.3 Core Question Dimensions Summary for ARL

On the chart below, scores for each dimension of library service quality have been plotted graphically. The exterior bars represent the range of minimum to desired mean scores for each dimension. The interior bars represent the range of minimum to perceived mean scores (the service adequacy gap) for each dimension of library service quality.



Language: English (American)
 Institution Type: College or University
 Consortium: ARL
 User Group: All (Excluding Library Staff)

The following table displays mean scores for each dimension of library service quality measured by the LibQUAL+® survey, where *n* is the number of respondents for each particular dimension. (For a more detailed explanation of the headings, see the Introduction to this notebook.) A complete listing of the survey questions and their dimensions can be found in Appendix A.

Dimension	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
Affect of Service	6.41	7.66	7.24	0.83	-0.42	19,821
Information Control	6.52	7.84	7.07	0.55	-0.77	20,146
Library as Place	6.21	7.69	6.74	0.52	-0.95	19,539
Overall	6.41	7.75	7.05	0.64	-0.70	20,189

The following table displays standard deviation for each dimension of library service quality measured by the LibQUAL+® survey, where *n* is the number of respondents for each particular dimension. (For a more detailed explanation of the headings, see the Introduction to this notebook.) A complete listing of the survey questions and their dimensions can be found in Appendix A.

Dimension	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
Affect of Service	1.68	1.32	1.41	1.60	1.36	19,821
Information Control	1.54	1.21	1.34	1.57	1.40	20,146
Library as Place	1.77	1.50	1.64	1.97	1.90	19,539
Overall	1.44	1.08	1.24	1.44	1.24	20,189

3.4 Local Question Summary for ARL

This table shows mean scores of each of the local questions added by the individual library or consortium, where n is the number of respondents for each particular question. For a more detailed explanation of the headings, see the introduction to this notebook.

Question Text	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
An environment that facilitates group study and problem solving	5.67	7.23	6.96	1.29	-0.26	160
Ease of use of electronic resources	6.64	8.03	7.05	0.41	-0.98	353
Providing help when and where I need it	6.63	7.87	7.09	0.46	-0.78	359
Teaching me how to access, evaluate, and use information	5.71	7.12	6.75	1.04	-0.37	2,856
Library orientations / instruction sessions	5.32	6.55	6.54	1.22	-0.02	132
Online course support (readings, links, references)	6.76	7.93	7.04	0.27	-0.89	273
Access to rare and historical materials	5.24	6.57	6.74	1.50	0.17	2,311
Contribution to the intellectual atmosphere of the campus	6.51	7.65	6.95	0.44	-0.70	1,416
Ready access to computers / Internet / software	6.84	7.91	7.48	0.63	-0.44	440
The multimedia (CD / DVD / video / audio) collections I need	5.67	6.99	7.11	1.44	0.12	2,103
Helping me understand and publish in open access journals and books	5.14	6.42	5.92	0.79	-0.49	132
Provision of space and facilities that allow me to use my own laptop and/or other mobile device	6.75	8.05	7.24	0.48	-0.81	440
The library assists me in achieving academic success	6.48	7.87	7.63	1.15	-0.24	564
Making me aware of library resources and services	5.96	7.33	6.69	0.73	-0.63	5,565
Teaching me how to locate, evaluate, and use information	6.21	7.36	6.99	0.78	-0.37	362
Efficient interlibrary loan / document delivery	6.62	7.70	7.14	0.52	-0.56	990
Convenient service hours	6.72	7.89	7.12	0.40	-0.77	181
Ability to navigate library Web pages easily	6.79	8.11	6.92	0.13	-1.20	1,088
A secure and safe place	7.22	8.19	7.85	0.63	-0.34	3,226
Enabling me to find information myself 24 hours a day	6.87	7.91	7.20	0.33	-0.71	333
Facilitating self-directed research	6.45	7.81	7.13	0.68	-0.68	277
Having the user's best interest at heart	7.01	7.90	7.25	0.24	-0.65	331
Providing search tools that permit me to work autonomously	6.68	7.91	7.13	0.45	-0.77	306
Space that facilitates quiet study	6.37	7.74	6.88	0.51	-0.86	152
Adequate hours of service	6.56	7.87	7.49	0.93	-0.38	555
Providing me with the information skills I need for my work or study	6.48	7.56	7.00	0.52	-0.56	1,096

Language: English (American)
 Institution Type: College or University
 Consortium: ARL
 User Group: All (Excluding Library Staff)

Library staff providing help that assists in finding information needed now while improving my research skills	6.66	7.68	7.27	0.61	-0.41	1,088
Availability of assistance to improve my research skills	5.98	7.40	7.03	1.06	-0.37	163
Availability of assistance in addressing issues of copyright and plagiarism	5.96	6.90	6.77	0.81	-0.13	122
Access to materials from other libraries (Interlibrary Loan)	6.34	7.48	6.88	0.54	-0.60	332
The value of the library's resources and services to me for my academic success	6.88	7.97	7.28	0.40	-0.69	151

This table shows the standard deviations for each of the local questions added by the individual library or consortium, where *n* is the number of respondents for each particular question. For a more detailed explanation of the headings, see the introduction to this notebook.

Question Text	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
An environment that facilitates group study and problem solving	2.17	2.12	1.75	1.94	1.93	160
Ease of use of electronic resources	1.66	1.22	1.61	1.83	1.69	353
Providing help when and where I need it	1.77	1.47	1.55	1.74	1.66	359
Teaching me how to access, evaluate, and use information	1.95	1.78	1.69	1.87	1.82	2,856
Library orientations / instruction sessions	2.15	2.19	1.84	1.88	2.03	132
Online course support (readings, links, references)	1.79	1.50	1.65	1.90	1.78	273
Access to rare and historical materials	2.33	2.19	1.75	2.18	2.11	2,311
Contribution to the intellectual atmosphere of the campus	1.88	1.58	1.74	1.89	1.84	1,416
Ready access to computers / Internet / software	1.89	1.41	1.47	1.81	1.55	440
The multimedia (CD / DVD / video / audio) collections I need	2.19	2.01	1.64	2.02	1.82	2,103
Helping me understand and publish in open access journals and books	2.45	2.45	2.24	2.32	2.41	132
Provision of space and facilities that allow me to use my own laptop and/or other mobile device	1.74	1.34	1.64	1.94	1.71	440
The library assists me in achieving academic success	1.98	1.42	1.41	1.83	1.50	564
Making me aware of library resources and services	1.99	1.66	1.77	2.06	1.91	5,565
Teaching me how to locate, evaluate, and use information	2.01	1.77	1.66	1.95	1.82	362
Efficient interlibrary loan / document delivery	2.02	1.68	1.79	1.98	1.79	990
Convenient service hours	1.78	1.49	1.49	2.14	1.99	181
Ability to navigate library Web pages easily	1.65	1.32	1.55	1.89	1.73	1,088
A secure and safe place	1.87	1.34	1.41	1.87	1.47	3,226
Enabling me to find information myself 24 hours a day	1.82	1.52	1.51	1.82	1.58	333
Facilitating self-directed research	1.64	1.29	1.41	1.76	1.47	277
Having the user's best interest at heart	1.66	1.51	1.56	1.67	1.60	331
Providing search tools that permit me to work autonomously	1.77	1.36	1.52	1.83	1.63	306
Space that facilitates quiet study	2.11	1.84	1.88	2.27	2.19	152
Adequate hours of service	1.74	1.39	1.49	2.01	1.65	555

Language: English (American)
 Institution Type: College or University
 Consortium: ARL
 User Group: All (Excluding Library Staff)

Providing me with the information skills I need for my work or study	1.90	1.70	1.70	1.85	1.69	1,096
Library staff providing help that assists in finding information needed now while improving my research skills	1.89	1.59	1.70	1.80	1.66	1,088
Availability of assistance to improve my research skills	1.84	1.68	1.57	1.93	1.69	163
Availability of assistance in addressing issues of copyright and plagiarism	2.06	2.07	1.86	1.81	1.66	122
Access to materials from other libraries (Interlibrary Loan)	2.04	1.73	1.73	2.11	1.92	332
The value of the library's resources and services to me for my academic success	1.74	1.40	1.48	1.87	1.41	151

3.5 General Satisfaction Questions Summary for ARL

This table displays the mean score and standard deviation for each of the general satisfaction questions: Satisfaction with Treatment, Satisfaction with Support, and Satisfaction with Overall Quality of Service, where n is the number of respondents for each question. These scores are calculated from responses to the general satisfaction questions on the LibQUAL+® survey, in which respondents rated their levels of general satisfaction on a scale from 1-9.

Satisfaction Question	Mean	SD	n
In general, I am satisfied with the way in which I am treated at the library.	7.65	1.42	11,826
In general, I am satisfied with library support for my learning, research, and/or teaching needs.	7.28	1.56	11,754
How would you rate the overall quality of the service provided by the library?	7.37	1.37	20,182

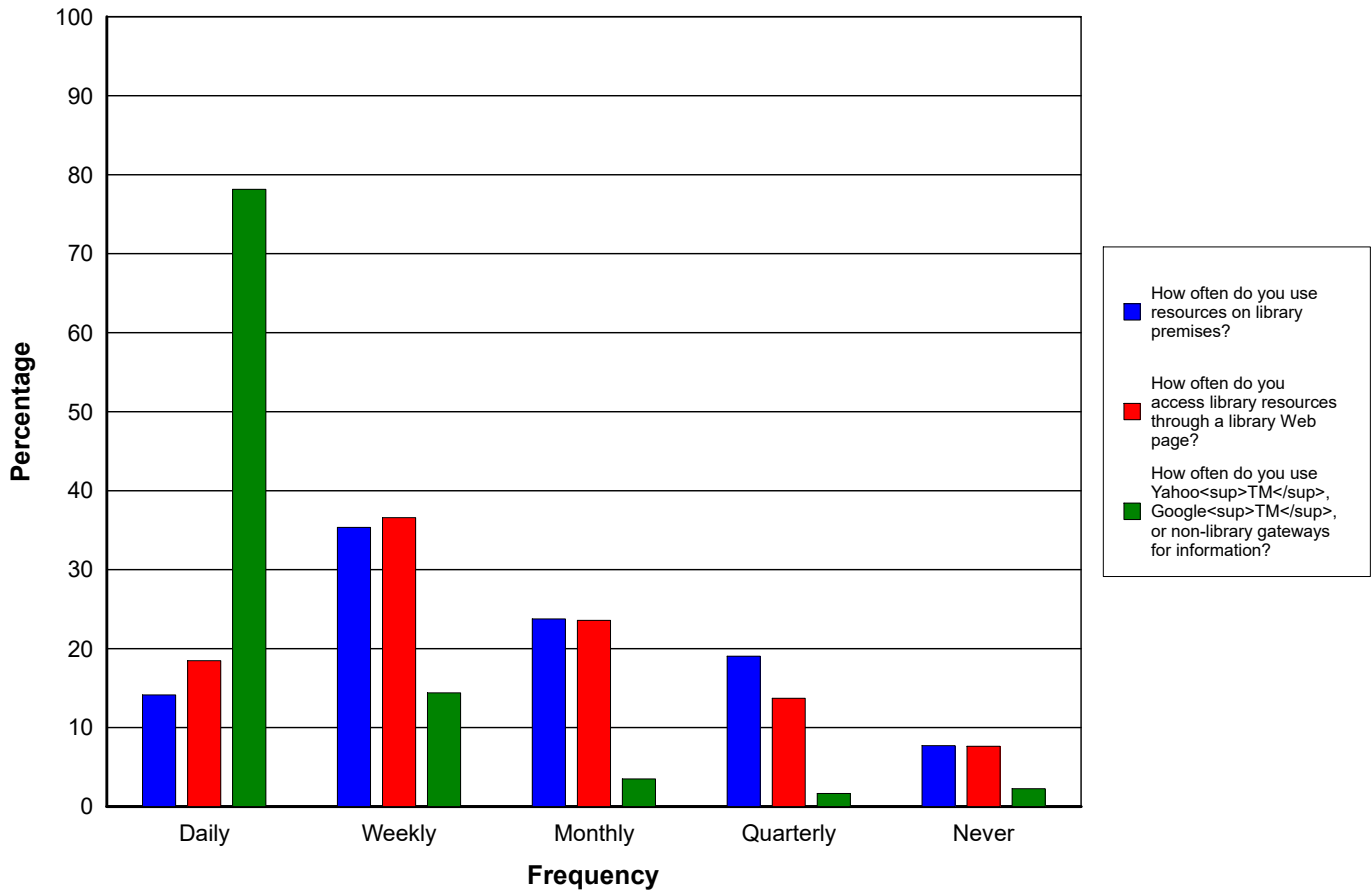
3.6 Information Literacy Outcomes Questions Summary for ARL

This table displays the mean score and standard deviation for each of the information literacy outcomes questions, where n is the number of respondents for each question. These scores are calculated from responses to the information literacy outcomes questions on the LibQUAL+® survey, in which respondents rated their levels of general satisfaction on a scale from 1-9 with 1 being "strongly disagree" and 9 representing "strongly agree".

Information Literacy Outcomes Questions	Mean	SD	n
The library helps me stay abreast of developments in my field(s) of interest.	6.35	1.89	8,669
The library aids my advancement in my academic discipline or work.	7.21	1.61	11,092
The library enables me to be more efficient in my academic pursuits or work.	7.29	1.59	11,086
The library helps me distinguish between trustworthy and untrustworthy information.	6.39	1.89	11,159
The library provides me with the information skills I need in my work or study.	6.85	1.71	8,554

3.7 Library Use Summary for ARL

This chart shows a graphic representation of library use (both on the premises and electronically), as well as use of non-library information gateways such as Yahoo™ and Google™. Bars represent the frequency with which respondents report using these resources: Daily, Weekly, Monthly, Quarterly, or Never. The table below the chart displays the number and percentage of respondents who selected each option.



	Daily	Weekly	Monthly	Quarterly	Never	Total
How often do you use resources on library premises?	2,855 14.14%	7,134 35.34%	4,795 23.75%	3,845 19.05%	1,557 7.71%	20,186 100.00%
How often do you access library resources through a library Web page?	3,730 18.48%	7,385 36.59%	4,758 23.57%	2,767 13.71%	1,543 7.65%	20,183 100.00%
How often do you use Yahoo™, Google™, or non-library gateways for information?	15,773 78.15%	2,909 14.41%	706 3.50%	334 1.65%	460 2.28%	20,182 100.00%

Language: English (American)
 Institution Type: College or University
 Consortium: ARL
 User Group: All (Excluding Library Staff)

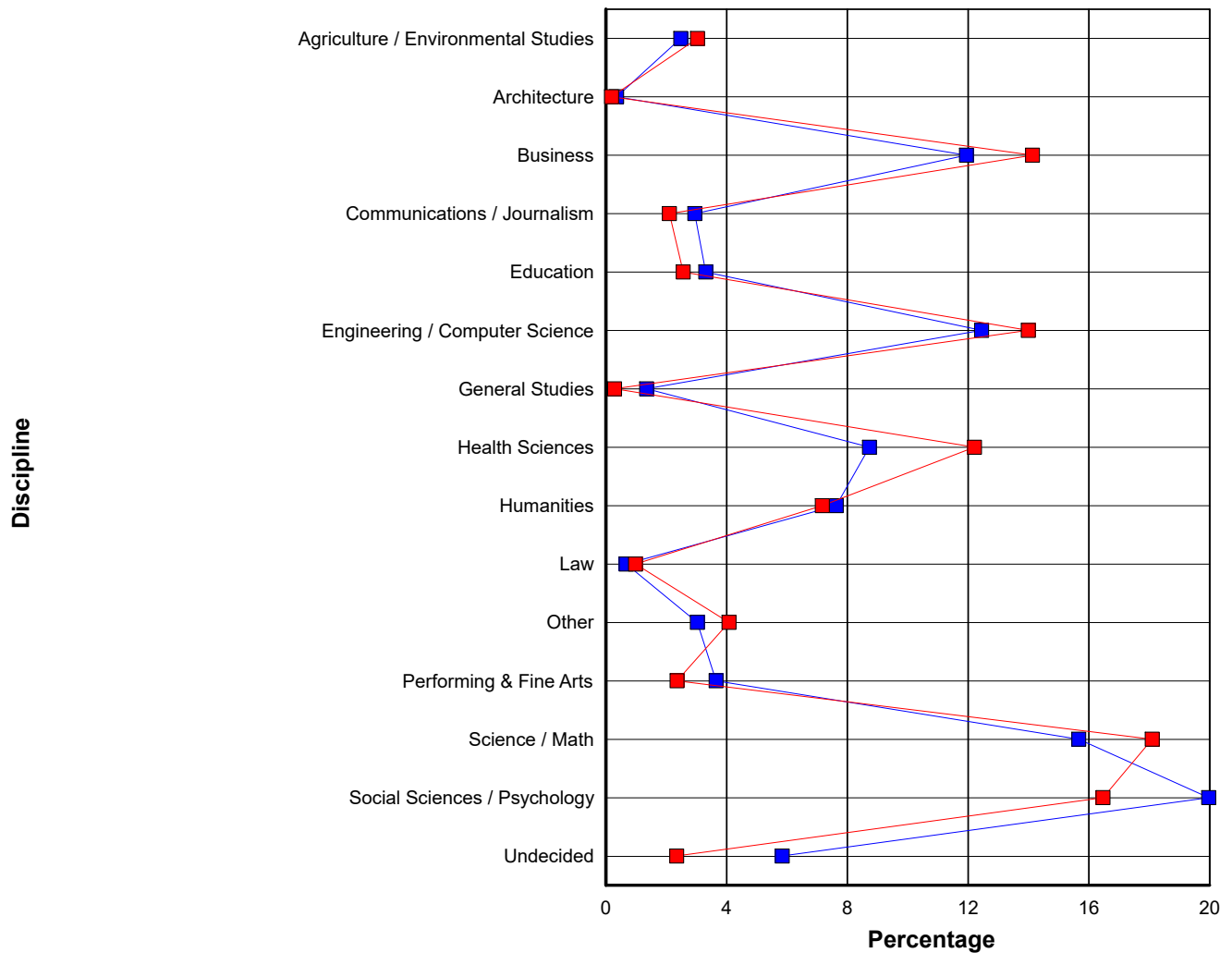
4 Summary for Undergraduate

4.1 Demographic Summary for Undergraduate

4.1.1 Population and Respondent Profiles by Standard Discipline

The chart and table below show a breakdown of survey respondents by discipline, based on user responses to the demographic questions and the demographic data provided by institutions in the online Representativeness section.

This section shows survey respondents broken down based on the LibQUAL+® standard discipline categories. The chart maps percentage of respondents for each discipline in red. Population percentages for each discipline are mapped in blue. The table shows the number and percentage for each discipline, for the general population (N) and for survey respondents (n).



- Respondent Profile by Discipline
- Population Profile by Discipline

Language: English (American)
 Institution Type: College or University
 Consortium: ARL
 User Group: Undergraduate

Discipline	Population N	Population %	Respondents n	Respondents %	%N - %n
Agriculture / Environmental Studies	8,496	2.48	326	3.03	-0.56
Architecture	1,220	0.36	20	0.19	0.17
Business	40,936	11.94	1,518	14.13	-2.19
Communications / Journalism	10,085	2.94	226	2.10	0.84
Education	11,327	3.30	275	2.56	0.74
Engineering / Computer Science	42,660	12.44	1,503	13.99	-1.55
General Studies	4,612	1.35	31	0.29	1.06
Health Sciences	29,921	8.73	1,312	12.21	-3.49
Humanities	26,165	7.63	770	7.17	0.46
Law	2,299	0.67	105	0.98	-0.31
Other	10,379	3.03	438	4.08	-1.05
Performing & Fine Arts	12,510	3.65	253	2.36	1.29
Science / Math	53,708	15.67	1,944	18.10	-2.43
Social Sciences / Psychology	68,459	19.97	1,769	16.47	3.50
Undecided	20,033	5.84	252	2.35	3.50
Total:	342,810	100.00	10,742	100.00	0.00

Language: English (American)
Institution Type: College or University
Consortium: ARL
User Group: Undergraduate

4.1.2 Respondent Profile by Age:

This table shows a breakdown of survey respondents by age; both the number of respondents (n) and the percentage of the total number of respondents represented by each age group are displayed.

Age:	Respondents n	Respondents %
Under 18	44	0.45
18 - 22	8,196	84.59
23 - 30	1,064	10.98
31 - 45	259	2.67
46 - 65	111	1.15
Over 65	15	0.15
Total:	9,689	100.00

4.1.3 Respondent Profile by Sex:

The table below shows a breakdown of survey respondents by sex, based on user responses to the demographic questions and the demographic data provided by institutions in the online Representativeness section*. The number and percentage for each sex are given for the general population and for survey respondents.

*Note: Participating institutions were not required to complete the Representativeness section. When population data is missing or incomplete, it is because this data was not provided.

Sex:	Population N	Population %	Respondents n	Respondents %
Female	119,500	55.23	2,621	64.11
Male	96,868	44.77	1,467	35.89
Total:	216,368	100.00	4,088	100.00

4.1.4 Respondent Profile by Full or part-time student?

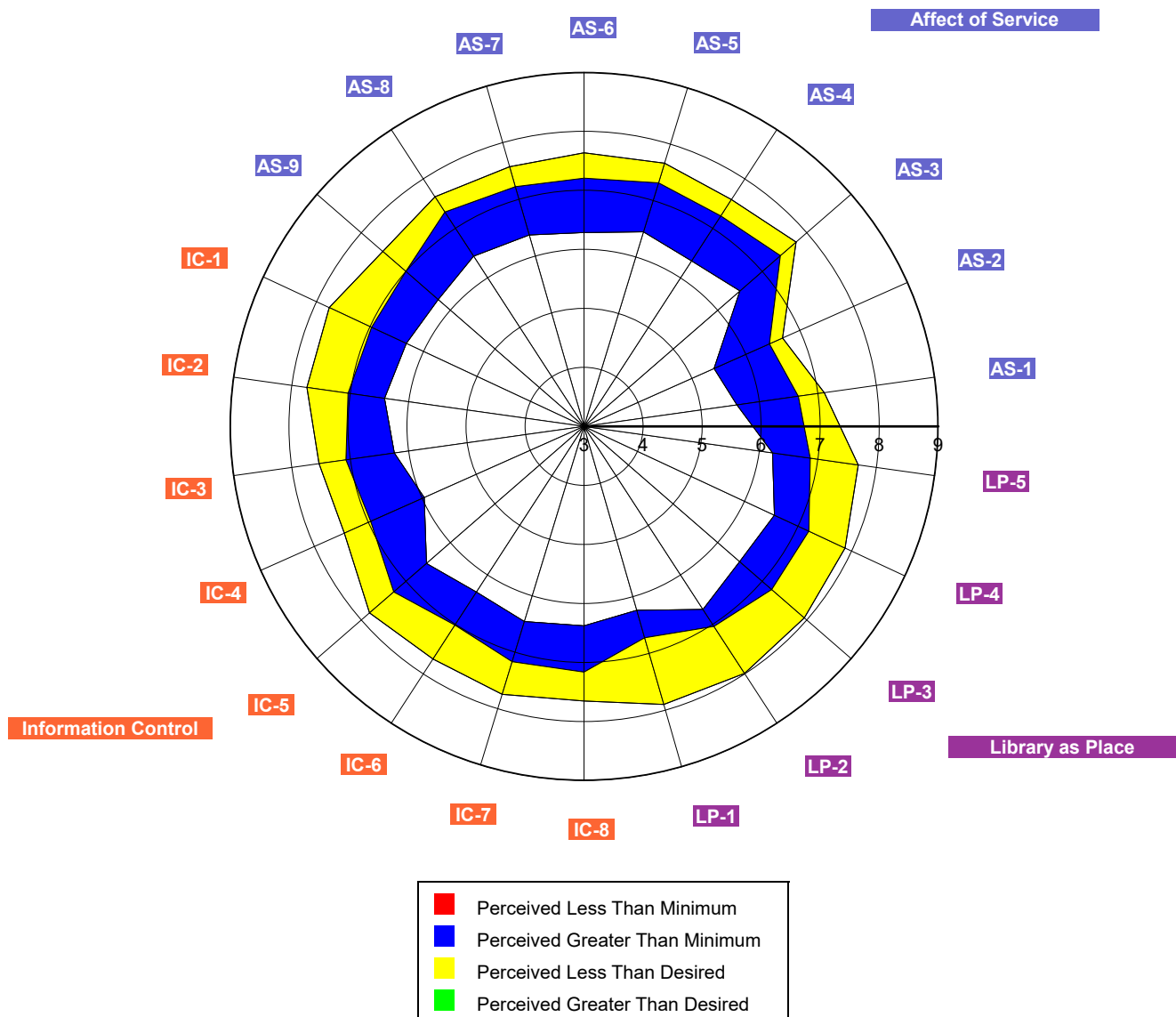
Full or part-time student?	Population N	Population %	Respondents n	Respondents %
Full-time	279,701	89.03	9,125	94.59
Part-time	34,477	10.97	445	4.61
Does not apply / NA		0.00	77	0.80
Total:	314,178	100.00	9,647	100.00

4.2 Core Questions Summary for Undergraduate

This radar chart shows the aggregate results for the core survey questions. Each axis represents one question. A code to identify each question is displayed at the outer point of each axis. While questions for each dimension of library service quality are scattered randomly throughout the survey, on this chart they are grouped into sections: Affect of Service, Information Control, and Library as Place.

On each axis, respondents' minimum, desired, and perceived levels of service quality are plotted, and the resulting "gaps" between the three levels (representing service adequacy or service superiority) are shaded in blue, yellow, green, and red.

The following two tables show mean scores and standard deviations for each question, where *n* is the number of respondents for each particular question. (For a more detailed explanation of the headings, see the Introduction to this notebook.)



ID	Question Text	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
Affect of Service							
AS-1	Employees who instill confidence in users	5.62	7.11	6.67	1.05	-0.44	3,663
AS-2	Giving users individual attention	5.41	6.68	6.44	1.03	-0.24	4,133
AS-3	Employees who are consistently courteous	6.50	7.76	7.41	0.91	-0.35	4,124
AS-4	Readiness to respond to users' questions	6.34	7.58	7.25	0.91	-0.33	3,884
AS-5	Employees who have the knowledge to answer user questions	6.45	7.66	7.32	0.87	-0.35	4,077
AS-6	Employees who deal with users in a caring fashion	6.28	7.64	7.21	0.92	-0.43	10,096
AS-7	Employees who understand the needs of their users	6.37	7.58	7.23	0.85	-0.35	3,947
AS-8	Willingness to help users	6.44	7.64	7.33	0.89	-0.31	4,004
AS-9	Dependability in handling users' service problems	6.28	7.52	7.00	0.73	-0.52	3,366
Information Control							
IC-1	Making electronic resources accessible from my home or office	6.32	7.76	6.97	0.65	-0.79	3,994
IC-2	A library Web site enabling me to locate information on my own	6.41	7.74	7.04	0.62	-0.70	4,644
IC-3	The printed library materials I need for my work	6.25	7.54	7.07	0.83	-0.46	4,188
IC-4	The electronic information resources I need	5.97	7.45	6.96	0.99	-0.49	10,314
IC-5	Modern equipment that lets me easily access needed information	6.54	7.82	7.27	0.73	-0.54	4,681
IC-6	Easy-to-use access tools that allow me to find things on my own	6.35	7.70	7.02	0.67	-0.68	4,546
IC-7	Making information easily accessible for independent use	6.46	7.75	7.17	0.71	-0.58	4,451
IC-8	Print and/or electronic journal collections I require for my work	6.38	7.65	7.16	0.78	-0.49	3,709
Library as Place							
LP-1	Library space that inspires study and learning	6.24	7.90	6.73	0.48	-1.18	10,656
LP-2	Quiet space for individual activities	6.70	7.99	7.04	0.34	-0.95	4,251
LP-3	A comfortable and inviting location	6.49	7.95	7.21	0.72	-0.73	4,239
LP-4	A getaway for study, learning, or research	6.56	7.88	7.20	0.64	-0.68	4,113
LP-5	Community space for group learning and group study	6.22	7.69	6.87	0.65	-0.82	4,081
Overall:		6.25	7.64	6.99	0.74	-0.66	10,744

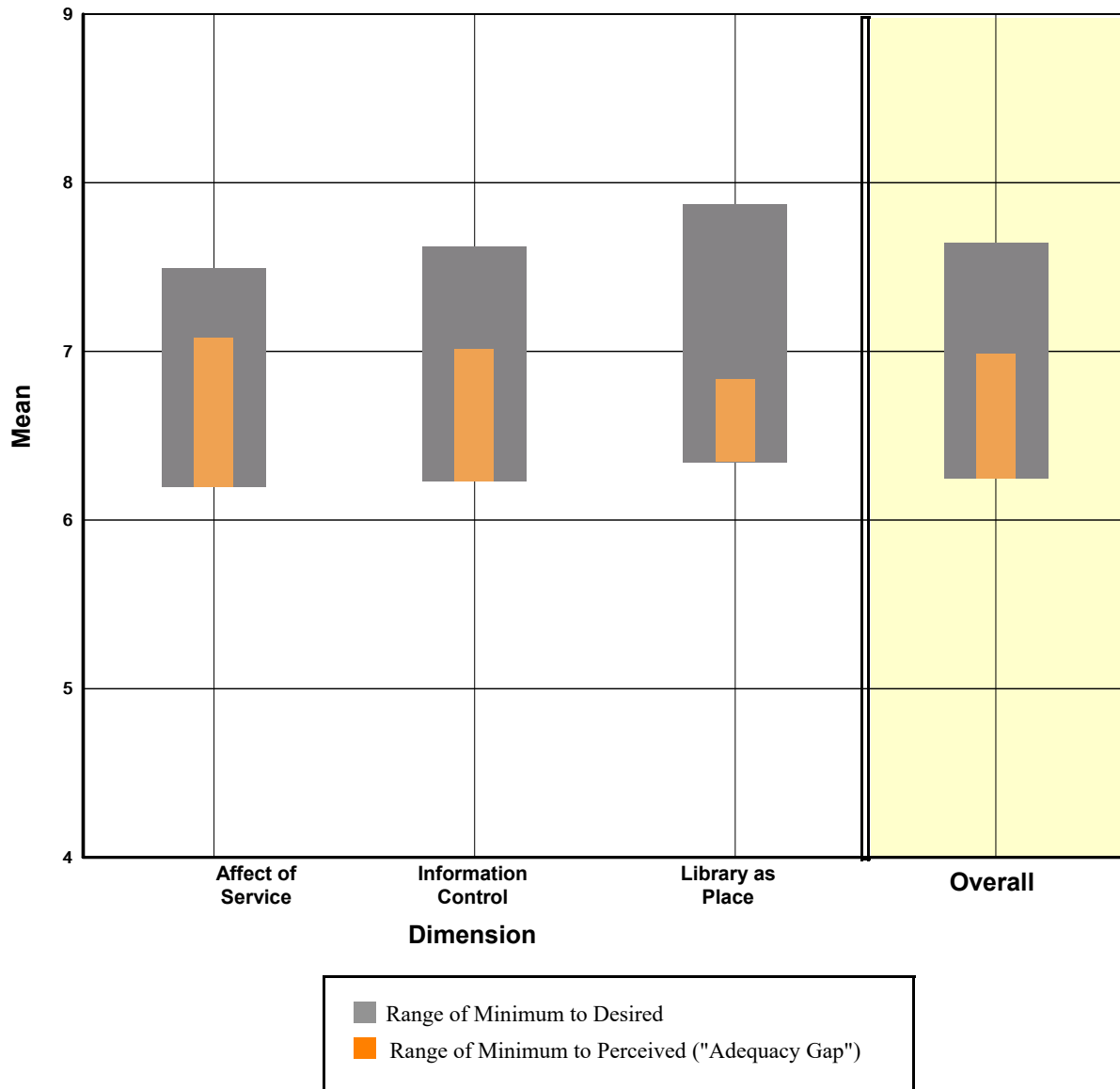
Language: English (American)
Institution Type: College or University
Consortium: ARL
User Group: Undergraduate

ID	Question Text	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
Affect of Service							
AS-1	Employees who instill confidence in users	1.99	1.71	1.71	1.80	1.69	3,663
AS-2	Giving users individual attention	2.11	1.95	1.85	1.82	1.72	4,133
AS-3	Employees who are consistently courteous	1.89	1.46	1.60	1.90	1.59	4,124
AS-4	Readiness to respond to users' questions	1.83	1.51	1.55	1.76	1.47	3,884
AS-5	Employees who have the knowledge to answer user questions	1.84	1.52	1.54	1.78	1.51	4,077
AS-6	Employees who deal with users in a caring fashion	1.91	1.51	1.62	1.90	1.64	10,096
AS-7	Employees who understand the needs of their users	1.86	1.51	1.53	1.76	1.47	3,947
AS-8	Willingness to help users	1.87	1.50	1.52	1.78	1.49	4,004
AS-9	Dependability in handling users' service problems	1.84	1.53	1.60	1.78	1.60	3,366
Information Control							
IC-1	Making electronic resources accessible from my home or office	1.88	1.51	1.70	1.91	1.76	3,994
IC-2	A library Web site enabling me to locate information on my own	1.81	1.49	1.62	1.81	1.64	4,644
IC-3	The printed library materials I need for my work	2.01	1.69	1.67	2.00	1.78	4,188
IC-4	The electronic information resources I need	1.86	1.66	1.57	1.88	1.75	10,314
IC-5	Modern equipment that lets me easily access needed information	1.80	1.44	1.53	1.81	1.58	4,681
IC-6	Easy-to-use access tools that allow me to find things on my own	1.79	1.46	1.60	1.83	1.64	4,546
IC-7	Making information easily accessible for independent use	1.74	1.40	1.53	1.69	1.52	4,451
IC-8	Print and/or electronic journal collections I require for my work	1.96	1.59	1.60	1.96	1.72	3,709
Library as Place							
LP-1	Library space that inspires study and learning	1.86	1.46	1.80	2.14	2.02	10,656
LP-2	Quiet space for individual activities	1.83	1.42	1.78	2.15	1.94	4,251
LP-3	A comfortable and inviting location	1.81	1.32	1.62	1.95	1.72	4,239
LP-4	A getaway for study, learning, or research	1.85	1.43	1.61	1.93	1.70	4,113
LP-5	Community space for group learning and group study	1.94	1.55	1.78	2.17	2.01	4,081
Overall:		1.46	1.11	1.24	1.42	1.22	10,744

Language: English (American)
Institution Type: College or University
Consortium: ARL
User Group: Undergraduate

4.3 Core Question Dimensions Summary for Undergraduate

On the chart below, scores for each dimension of library service quality have been plotted graphically. The exterior bars represent the range of minimum to desired mean scores for each dimension. The interior bars represent the range of minimum to perceived mean scores (the service adequacy gap) for each dimension of library service quality.



The following table displays mean scores for each dimension of library service quality measured by the LibQUAL+® survey, where *n* is the number of respondents for each particular dimension. (For a more detailed explanation of the headings, see the Introduction to this notebook.) A complete listing of the survey questions and their dimensions can be found in Appendix A.

Dimension	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
Affect of Service	6.20	7.49	7.08	0.88	-0.41	10,531
Information Control	6.23	7.62	7.01	0.78	-0.61	10,720
Library as Place	6.34	7.87	6.83	0.49	-1.04	10,717
Overall	6.25	7.64	6.99	0.74	-0.66	10,744

The following table displays standard deviation for each dimension of library service quality measured by the LibQUAL+® survey, where *n* is the number of respondents for each particular dimension. (For a more detailed explanation of the headings, see the Introduction to this notebook.) A complete listing of the survey questions and their dimensions can be found in Appendix A.

Dimension	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
Affect of Service	1.69	1.35	1.42	1.58	1.35	10,531
Information Control	1.56	1.27	1.33	1.52	1.35	10,720
Library as Place	1.64	1.25	1.58	1.86	1.72	10,717
Overall	1.46	1.11	1.24	1.42	1.22	10,744

4.4 Local Question Summary for Undergraduate

This table shows mean scores of each of the local questions added by the individual library or consortium, where *n* is the number of respondents for each particular question. For a more detailed explanation of the headings, see the introduction to this notebook.

Question Text	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
An environment that facilitates group study and problem solving	5.94	7.64	7.10	1.16	-0.54	94
Ease of use of electronic resources	6.33	7.90	7.07	0.74	-0.83	151
Providing help when and where I need it	6.33	7.69	6.50	0.17	-1.19	42
Teaching me how to access, evaluate, and use information	5.54	6.96	6.60	1.05	-0.36	1,861
Library orientations / instruction sessions	4.87	6.28	6.10	1.23	-0.17	69
Online course support (readings, links, references)	6.90	7.86	6.78	-0.12	-1.08	49
Access to rare and historical materials	5.01	6.40	6.67	1.66	0.27	1,512
Contribution to the intellectual atmosphere of the campus	6.40	7.54	6.89	0.49	-0.65	769
Ready access to computers / Internet / software	6.77	7.85	7.48	0.70	-0.38	302
The multimedia (CD / DVD / video / audio) collections I need	5.51	6.83	7.06	1.55	0.22	1,430
Helping me understand and publish in open access journals and books	5.61	6.77	6.57	0.96	-0.20	79
Provision of space and facilities that allow me to use my own laptop and/or other mobile device	6.83	8.11	7.27	0.44	-0.83	302
The library assists me in achieving academic success	6.16	7.79	7.60	1.44	-0.19	262
Making me aware of library resources and services	5.77	7.17	6.55	0.79	-0.62	3,063
Teaching me how to locate, evaluate, and use information	5.85	7.24	6.94	1.09	-0.30	142
Efficient interlibrary loan / document delivery	6.27	7.38	6.93	0.67	-0.45	488
Convenient service hours	6.56	7.86	7.05	0.49	-0.81	98
Ability to navigate library Web pages easily	6.38	7.82	6.83	0.46	-0.98	429
A secure and safe place	7.11	8.11	7.84	0.73	-0.28	2,076
Enabling me to find information myself 24 hours a day	6.69	7.78	7.00	0.31	-0.77	214
Facilitating self-directed research	6.29	7.65	7.03	0.74	-0.63	171
Having the user's best interest at heart	6.44	7.31	6.85	0.42	-0.46	48
Providing search tools that permit me to work autonomously	6.33	7.61	6.93	0.60	-0.68	188
Space that facilitates quiet study	6.55	8.02	7.52	0.97	-0.50	62

Language: English (American)
 Institution Type: College or University
 Consortium: ARL
 User Group: Undergraduate

Adequate hours of service	6.37	7.91	7.36	0.99	-0.55	227
Providing me with the information skills I need for my work or study	6.30	7.44	6.89	0.59	-0.55	555
Library staff providing help that assists in finding information needed now while improving my research skills	6.47	7.50	7.10	0.64	-0.39	580
Availability of assistance to improve my research skills	5.96	7.38	6.91	0.96	-0.47	94
Availability of assistance in addressing issues of copyright and plagiarism	5.86	6.81	6.59	0.73	-0.22	64
Access to materials from other libraries (Interlibrary Loan)	6.22	7.24	6.73	0.50	-0.52	211
The value of the library's resources and services to me for my academic success	6.32	7.62	7.22	0.90	-0.40	73

This table displays the standard deviations of each of the local questions added by the individual library or consortium, where n is the number of respondents for each particular question. For a more detailed explanation of the headings, see the introduction to this notebook.

Question Text	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
An environment that facilitates group study and problem solving	1.98	1.67	1.67	2.05	1.85	94
Ease of use of electronic resources	1.54	1.22	1.62	1.67	1.63	151
Providing help when and where I need it	1.56	1.39	1.57	1.59	1.71	42
Teaching me how to access, evaluate, and use information	1.95	1.78	1.70	1.90	1.84	1,861
Library orientations / instruction sessions	2.14	2.31	2.05	2.14	2.27	69
Online course support (readings, links, references)	1.56	1.29	1.72	1.81	1.97	49
Access to rare and historical materials	2.31	2.15	1.76	2.17	2.05	1,512
Contribution to the intellectual atmosphere of the campus	1.84	1.56	1.78	1.95	1.88	769
Ready access to computers / Internet / software	1.86	1.44	1.42	1.75	1.51	302
The multimedia (CD / DVD / video / audio) collections I need	2.20	2.02	1.65	2.02	1.76	1,430
Helping me understand and publish in open access journals and books	2.26	2.10	1.91	1.96	2.08	79
Provision of space and facilities that allow me to use my own laptop and/or other mobile device	1.62	1.21	1.60	1.94	1.69	302
The library assists me in achieving academic success	2.03	1.43	1.40	1.88	1.43	262
Making me aware of library resources and services	2.02	1.70	1.83	2.09	1.95	3,063
Teaching me how to locate, evaluate, and use information	2.19	1.72	1.58	1.98	1.70	142
Efficient interlibrary loan / document delivery	2.09	1.80	1.87	2.09	1.81	488
Convenient service hours	1.75	1.50	1.49	2.24	2.17	98
Ability to navigate library Web pages easily	1.77	1.54	1.47	1.81	1.70	429
A secure and safe place	1.94	1.38	1.43	1.89	1.45	2,076
Enabling me to find information myself 24 hours a day	1.76	1.52	1.47	1.66	1.43	214
Facilitating self-directed research	1.59	1.31	1.44	1.58	1.42	171
Having the user's best interest at heart	1.92	1.82	1.70	1.97	1.86	48
Providing search tools that permit me to work autonomously	1.71	1.45	1.44	1.73	1.57	188
Space that facilitates quiet study	1.90	1.68	1.41	1.92	1.72	62
Adequate hours of service	1.71	1.28	1.53	2.03	1.68	227
Providing me with the information skills I need for my work or study	1.98	1.70	1.73	1.87	1.77	555
Library staff providing help that assists in finding information needed now while improving my research skills	1.98	1.65	1.82	1.87	1.73	580
Availability of assistance to improve my research skills	1.71	1.51	1.49	1.70	1.55	94

Language: English (American)
Institution Type: College or University
Consortium: ARL
User Group: Undergraduate

Availability of assistance in addressing issues of copyright and plagiarism	1.82	1.82	1.73	1.85	1.56	64
Access to materials from other libraries (Interlibrary Loan)	1.96	1.74	1.71	1.96	1.86	211
The value of the library's resources and services to me for my academic success	1.81	1.52	1.28	1.61	1.33	73

4.5 General Satisfaction Questions Summary for Undergraduate

This table displays the mean score and standard deviation for each of the general satisfaction questions: Satisfaction with Treatment, Satisfaction with Support, and Satisfaction with Overall Quality of Service, where n is the number of respondents for each question. These scores are calculated from responses to the general satisfaction questions on the LibQUAL+® survey, in which respondents rated their levels of general satisfaction on a scale from 1-9.

Satisfaction Question	Mean	SD	n
In general, I am satisfied with the way in which I am treated at the library.	7.60	1.41	6,378
In general, I am satisfied with library support for my learning, research, and/or teaching needs.	7.27	1.53	6,444
How would you rate the overall quality of the service provided by the library?	7.33	1.35	10,738

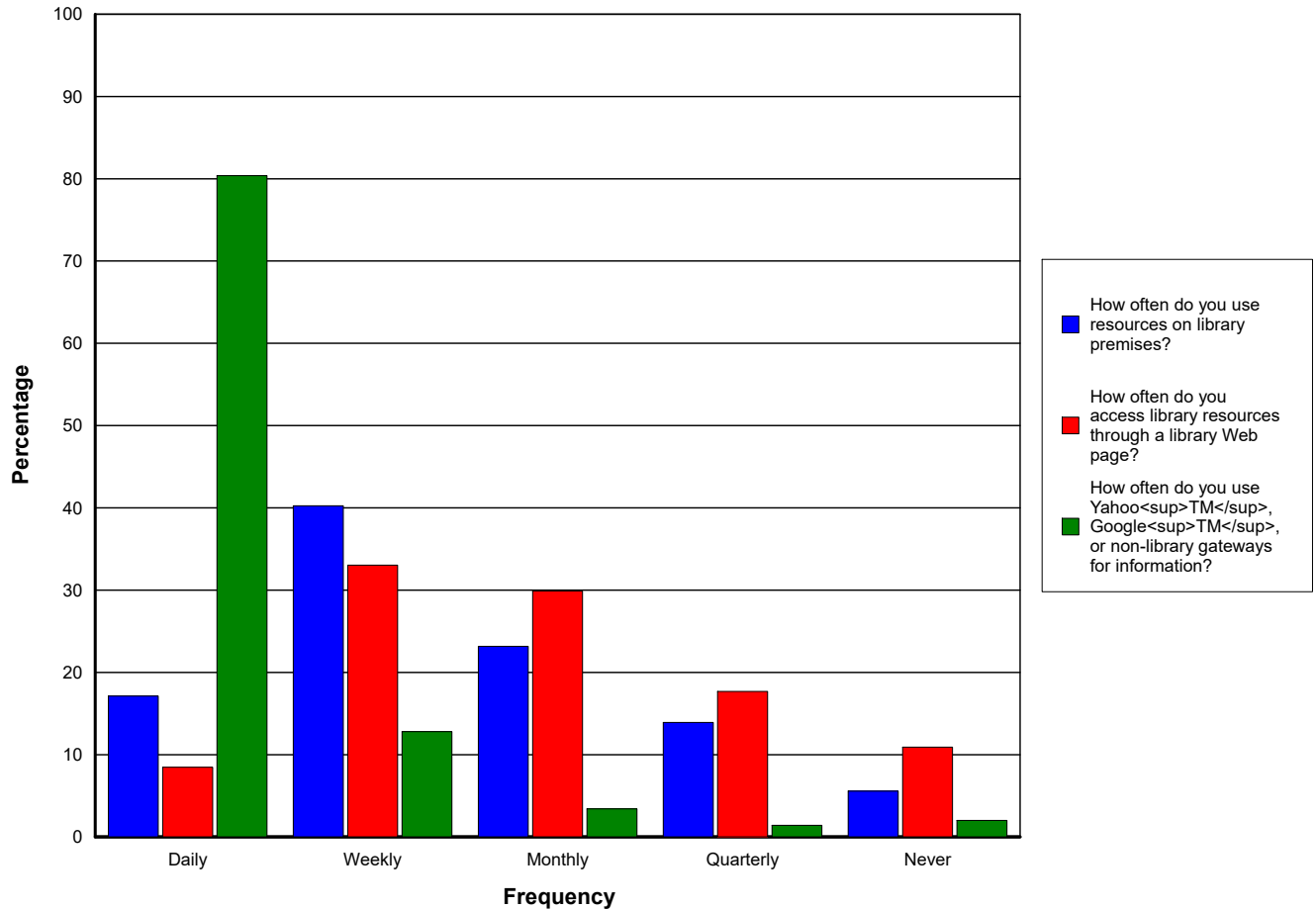
4.6 Information Literacy Outcomes Questions Summary for Undergraduate

This table displays the mean score and standard deviation for each of the information literacy outcomes questions, where n is the number of respondents for each question. These scores are calculated from responses to the information literacy outcomes questions on the LibQUAL+® survey, in which respondents rated their levels of general satisfaction on a scale from 1-9 with 1 being "strongly disagree" and 9 representing "strongly agree".

Information Literacy Outcomes Questions	Mean	SD	n
The library helps me stay abreast of developments in my field(s) of interest.	6.27	1.83	4,811
The library aids my advancement in my academic discipline or work.	7.09	1.59	6,037
The library enables me to be more efficient in my academic pursuits or work.	7.27	1.55	6,033
The library helps me distinguish between trustworthy and untrustworthy information.	6.52	1.84	6,119
The library provides me with the information skills I need in my work or study.	6.86	1.67	4,726

4.7 Library Use Summary for Undergraduate

This chart shows a graphic representation of library use (both on the premises and electronically), as well as use of non-library information gateways such as Yahoo™ and Google™. Bars represent the frequency with which respondents report using these resources: Daily, Weekly, Monthly, Quarterly, or Never. The table below the chart displays the number and percentage of respondents who selected each option.



	Daily	Weekly	Monthly	Quarterly	Never	Total
How often do you use resources on library premises?	1,839 17.12%	4,323 40.24%	2,488 23.16%	1,494 13.91%	598 5.57%	10,742 100.00%
How often do you access library resources through a library Web page?	910 8.47%	3,548 33.04%	3,210 29.89%	1,899 17.68%	1,172 10.91%	10,739 100.00%
How often do you use Yahoo TM , Google TM , or non-library gateways for information?	8,631 80.37%	1,375 12.80%	366 3.41%	151 1.41%	216 2.01%	10,739 100.00%

Language: English (American)
 Institution Type: College or University
 Consortium: ARL
 User Group: Undergraduate

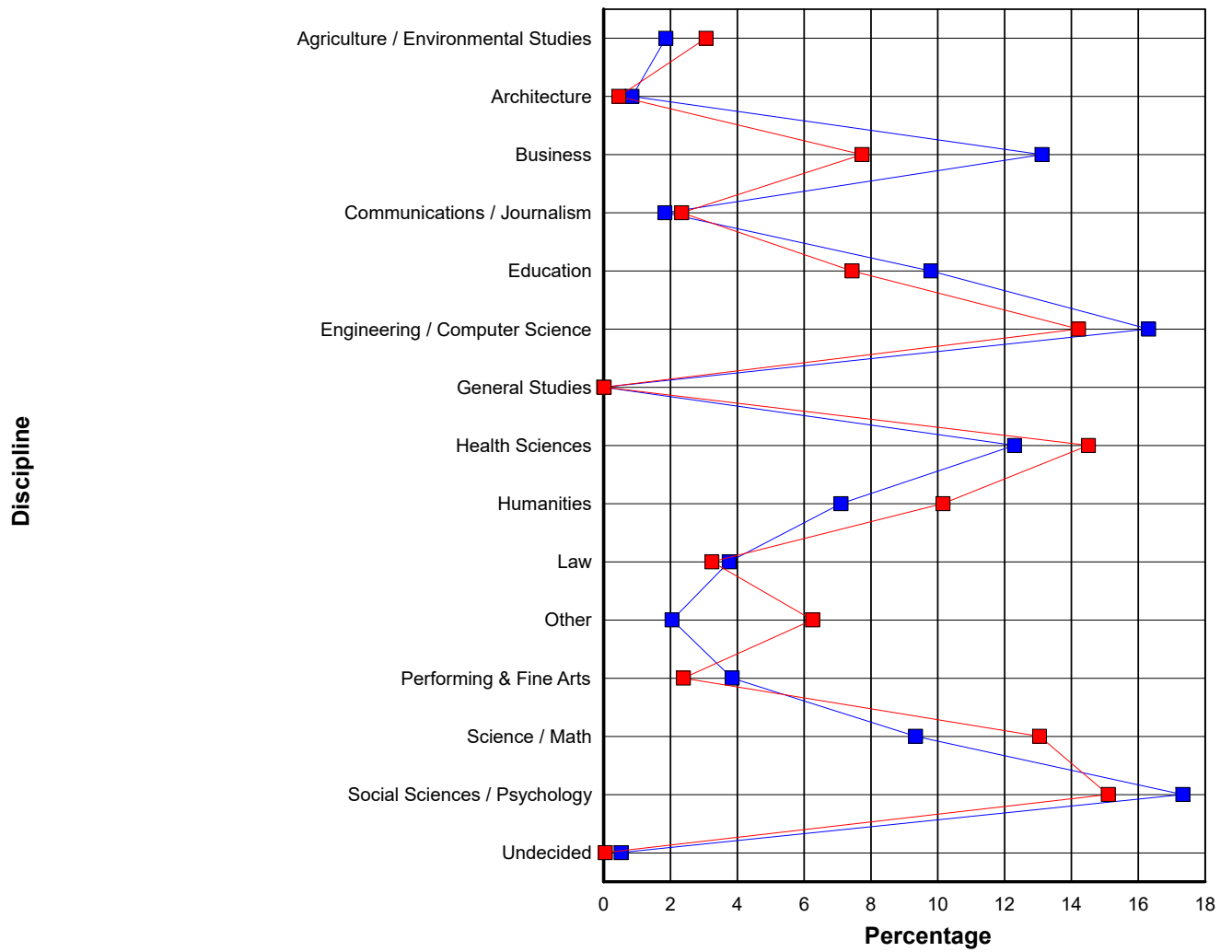
5 Summary for Graduate

5.1 Demographic Summary for Graduate

5.1.1 Population and Respondent Profiles by Standard Discipline

The chart and table below show a breakdown of survey respondents by discipline, based on user responses to the demographic questions and the demographic data provided by institutions in the online Representativeness section.

This section shows survey respondents broken down based on the LibQUAL+® standard discipline categories. The chart maps percentage of respondents for each discipline in red. Population percentages for each discipline are mapped in blue. The table shows the number and percentage for each discipline, for the general population (N) and for survey respondents (n).



- Respondent Profile by Discipline
- Population Profile by Discipline

Language: English (American)
 Institution Type: College or University
 Consortium: ARL
 User Group: Graduate

Discipline	Population N	Population %	Respondents n	Respondents %	%N - %n
Agriculture / Environmental Studies	1,905	1.86	176	3.07	-1.20
Architecture	867	0.85	26	0.45	0.39
Business	13,415	13.12	444	7.73	5.38
Communications / Journalism	1,875	1.83	134	2.33	-0.50
Education	10,014	9.79	427	7.44	2.35
Engineering / Computer Science	16,681	16.31	816	14.21	2.10
General Studies	0	0.00	1	0.02	-0.02
Health Sciences	12,576	12.30	833	14.51	-2.21
Humanities	7,265	7.10	583	10.16	-3.05
Law	3,840	3.75	186	3.24	0.51
Other	2,094	2.05	359	6.25	-4.21
Performing & Fine Arts	3,933	3.85	137	2.39	1.46
Science / Math	9,550	9.34	749	13.05	-3.71
Social Sciences / Psychology	17,725	17.33	867	15.10	2.23
Undecided	534	0.52	3	0.05	0.47
Total:	102,274	100.00	5,741	100.00	0.00

Language: English (American)
Institution Type: College or University
Consortium: ARL
User Group: Graduate

5.1.2 Respondent Profile by Age:

This table shows a breakdown of survey respondents by age; both the number of respondents (n) and the percentage of the total number of respondents represented by each age group are displayed.

Age:	Respondents n	Respondents %
Under 18	0	0.00
18 - 22	347	6.50
23 - 30	3,492	65.44
31 - 45	1,222	22.90
46 - 65	263	4.93
Over 65	12	0.22
Total:	5,336	100.00

5.1.3 Respondent Profile by Sex:

The table below shows a breakdown of survey respondents by sex, based on user responses to the demographic questions and the demographic data provided by institutions in the online Representativeness section*. The number and percentage for each sex are given for the general population and for survey respondents.

*Note: Participating institutions were not required to complete the Representativeness section. When population data is missing or incomplete, it is because this data was not provided.

Sex:	Population N	Population %	Respondents n	Respondents %
Female	39,045	54.44	1,580	57.14
Male	32,677	45.56	1,185	42.86
Total:	71,722	100.00	2,765	100.00

5.1.4 Respondent Profile by Full or part-time student?

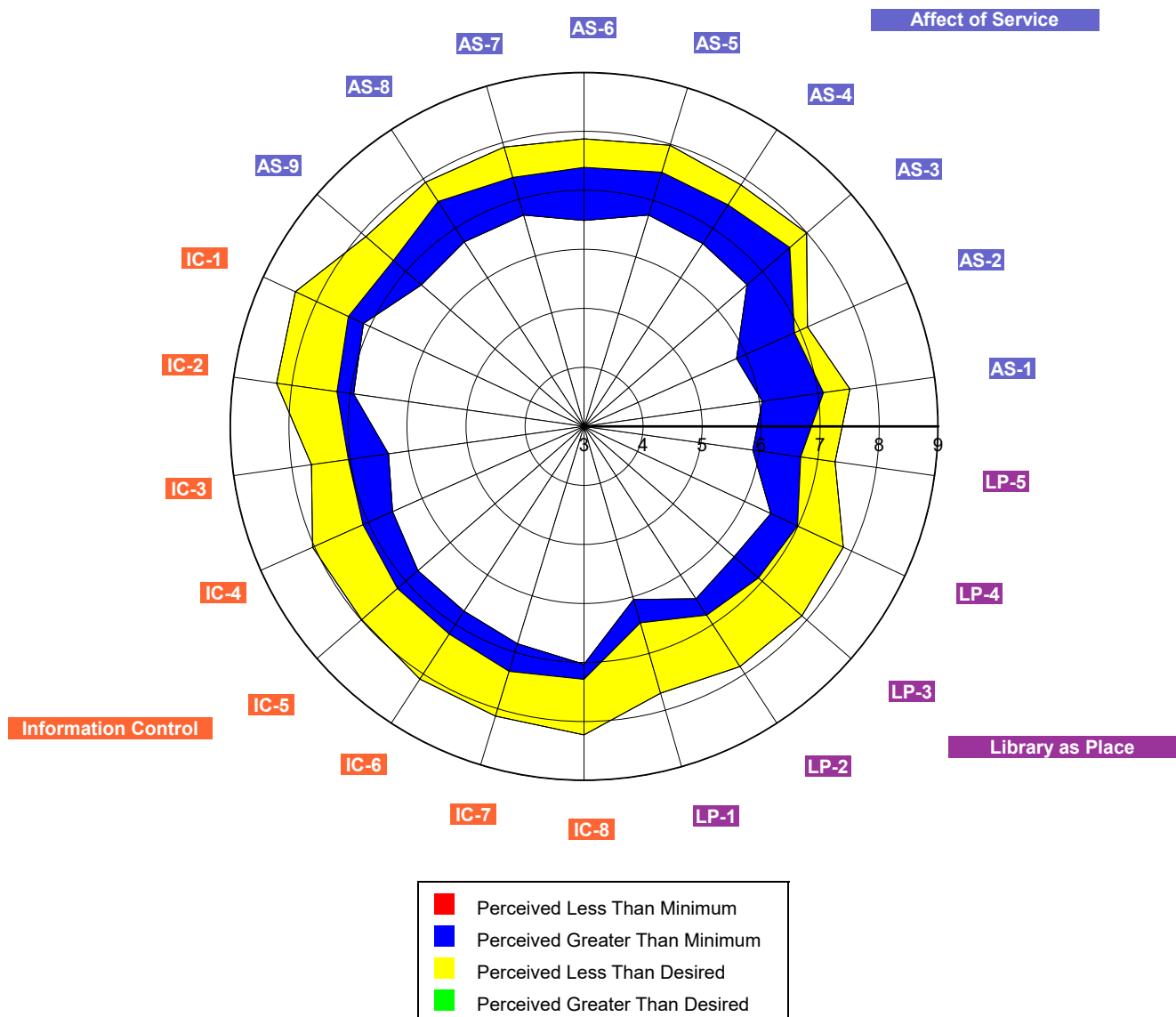
Full or part-time student?	Population N	Population %	Respondents n	Respondents %
Full-time	75,686	76.99	4,440	83.36
Part-time	22,622	23.01	751	14.10
Does not apply / NA		0.00	135	2.53
Total:	98,308	100.00	5,326	100.00

5.2 Core Questions Summary for Graduate

This radar chart shows the aggregate results for the core survey questions. Each axis represents one question. A code to identify each question is displayed at the outer point of each axis. While questions for each dimension of library service quality are scattered randomly throughout the survey, on this chart they are grouped into sections: Affect of Service, Information Control, and Library as Place.

On each axis, respondents' minimum, desired, and perceived levels of service quality are plotted, and the resulting "gaps" between the three levels (representing service adequacy or service superiority) are shaded in blue, yellow, green, and red.

The following two tables show mean scores and standard deviations for each question, where *n* is the number of respondents for each particular question. (For a more detailed explanation of the headings, see the Introduction to this notebook.)



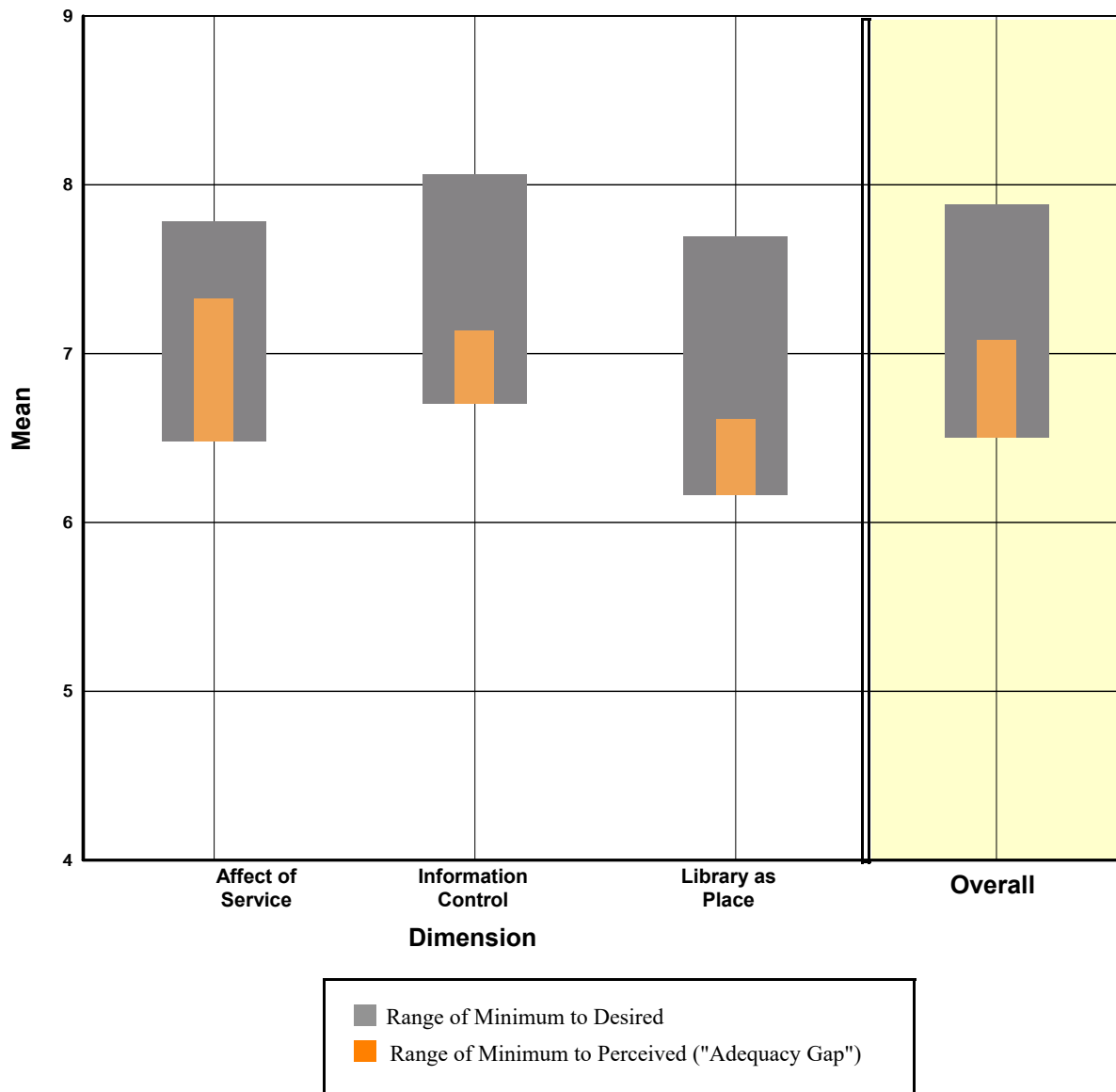
ID	Question Text	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
Affect of Service							
AS-1	Employees who instill confidence in users	6.05	7.55	7.10	1.05	-0.45	1,472
AS-2	Giving users individual attention	5.83	7.14	6.90	1.07	-0.24	1,721
AS-3	Employees who are consistently courteous	6.66	7.99	7.62	0.96	-0.37	1,771
AS-4	Readiness to respond to users' questions	6.70	7.88	7.48	0.78	-0.40	1,664
AS-5	Employees who have the knowledge to answer user questions	6.75	7.98	7.50	0.76	-0.48	1,740
AS-6	Employees who deal with users in a caring fashion	6.49	7.87	7.39	0.90	-0.48	5,424
AS-7	Employees who understand the needs of their users	6.72	7.92	7.39	0.66	-0.53	1,751
AS-8	Willingness to help users	6.73	7.93	7.54	0.81	-0.39	1,693
AS-9	Dependability in handling users' service problems	6.65	7.90	7.28	0.63	-0.61	1,402
Information Control							
IC-1	Making electronic resources accessible from my home or office	7.13	8.40	7.41	0.28	-0.99	1,735
IC-2	A library Web site enabling me to locate information on my own	6.94	8.26	7.23	0.28	-1.03	2,154
IC-3	The printed library materials I need for my work	6.35	7.66	7.03	0.69	-0.63	1,726
IC-4	The electronic information resources I need	6.55	8.04	7.10	0.55	-0.93	5,627
IC-5	Modern equipment that lets me easily access needed information	6.73	7.99	7.19	0.46	-0.80	2,035
IC-6	Easy-to-use access tools that allow me to find things on my own	6.73	8.11	7.20	0.46	-0.91	2,142
IC-7	Making information easily accessible for independent use	6.85	8.13	7.34	0.49	-0.79	1,939
IC-8	Print and/or electronic journal collections I require for my work	7.03	8.23	7.29	0.26	-0.94	1,675
Library as Place							
LP-1	Library space that inspires study and learning	6.05	7.70	6.46	0.41	-1.24	5,375
LP-2	Quiet space for individual activities	6.48	7.85	6.81	0.33	-1.04	1,697
LP-3	A comfortable and inviting location	6.37	7.89	6.92	0.55	-0.97	1,713
LP-4	A getaway for study, learning, or research	6.49	7.85	6.99	0.50	-0.86	1,674
LP-5	Community space for group learning and group study	5.89	7.29	6.71	0.82	-0.59	1,596
Overall:		6.50	7.88	7.08	0.58	-0.80	5,743

Language: English (American)
Institution Type: College or University
Consortium: ARL
User Group: Graduate

ID	Question Text	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
Affect of Service							
AS-1	Employees who instill confidence in users	1.97	1.57	1.62	1.87	1.68	1,472
AS-2	Giving users individual attention	2.07	1.83	1.70	1.90	1.71	1,721
AS-3	Employees who are consistently courteous	1.86	1.35	1.53	1.98	1.63	1,771
AS-4	Readiness to respond to users' questions	1.75	1.37	1.50	1.77	1.51	1,664
AS-5	Employees who have the knowledge to answer user questions	1.71	1.33	1.48	1.73	1.47	1,740
AS-6	Employees who deal with users in a caring fashion	1.85	1.42	1.60	1.93	1.66	5,424
AS-7	Employees who understand the needs of their users	1.76	1.34	1.53	1.76	1.51	1,751
AS-8	Willingness to help users	1.75	1.35	1.43	1.80	1.47	1,693
AS-9	Dependability in handling users' service problems	1.77	1.38	1.53	1.80	1.61	1,402
Information Control							
IC-1	Making electronic resources accessible from my home or office	1.67	1.10	1.58	1.88	1.64	1,735
IC-2	A library Web site enabling me to locate information on my own	1.63	1.18	1.54	1.87	1.66	2,154
IC-3	The printed library materials I need for my work	1.94	1.67	1.69	2.03	1.94	1,726
IC-4	The electronic information resources I need	1.78	1.37	1.54	1.92	1.73	5,627
IC-5	Modern equipment that lets me easily access needed information	1.71	1.34	1.58	1.80	1.65	2,035
IC-6	Easy-to-use access tools that allow me to find things on my own	1.66	1.23	1.53	1.78	1.62	2,142
IC-7	Making information easily accessible for independent use	1.64	1.19	1.47	1.73	1.50	1,939
IC-8	Print and/or electronic journal collections I require for my work	1.68	1.28	1.56	1.96	1.70	1,675
Library as Place							
LP-1	Library space that inspires study and learning	1.96	1.70	1.90	2.34	2.34	5,375
LP-2	Quiet space for individual activities	1.94	1.57	1.81	2.28	2.16	1,697
LP-3	A comfortable and inviting location	1.81	1.41	1.77	2.12	1.96	1,713
LP-4	A getaway for study, learning, or research	1.90	1.56	1.70	2.10	1.92	1,674
LP-5	Community space for group learning and group study	2.10	1.92	1.77	2.28	2.25	1,596
Overall:		1.39	1.00	1.22	1.45	1.23	5,743

5.3 Core Question Dimensions Summary for Graduate

On the chart below, scores for each dimension of library service quality have been plotted graphically. The exterior bars represent the range of minimum to desired mean scores for each dimension. The interior bars represent the range of minimum to perceived mean scores (the service adequacy gap) for each dimension of library service quality.



The following table displays mean scores for each dimension of library service quality measured by the LibQUAL+® survey, where *n* is the number of respondents for each particular dimension. (For a more detailed explanation of the headings, see the Introduction to this notebook.) A complete listing of the survey questions and their dimensions can be found in Appendix A.

Dimension	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
Affect of Service	6.48	7.78	7.32	0.85	-0.46	5,629
Information Control	6.70	8.06	7.14	0.43	-0.92	5,732
Library as Place	6.16	7.69	6.61	0.45	-1.08	5,528
Overall	6.50	7.88	7.08	0.58	-0.80	5,743

The following table displays standard deviation for each dimension of library service quality measured by the LibQUAL+® survey, where *n* is the number of respondents for each particular dimension. (For a more detailed explanation of the headings, see the Introduction to this notebook.) A complete listing of the survey questions and their dimensions can be found in Appendix A.

Dimension	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
Affect of Service	1.66	1.27	1.40	1.64	1.39	5,629
Information Control	1.45	1.07	1.32	1.56	1.38	5,732
Library as Place	1.78	1.48	1.68	2.04	1.98	5,528
Overall	1.39	1.00	1.22	1.45	1.23	5,743

5.4 Local Question Summary for Graduate

This table shows mean scores of each of the local questions added by the individual library or consortium, where *n* is the number of respondents for each particular question. For a more detailed explanation of the headings, see the introduction to this notebook.

Question Text	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
An environment that facilitates group study and problem solving	5.65	7.05	6.78	1.13	-0.28	40
Ease of use of electronic resources	6.78	8.07	7.01	0.22	-1.06	162
Providing help when and where I need it	6.41	7.85	7.13	0.72	-0.72	78
Teaching me how to access, evaluate, and use information	5.90	7.43	7.05	1.15	-0.37	512
Library orientations / instruction sessions	5.88	7.06	7.00	1.12	-0.06	51
Online course support (readings, links, references)	6.55	8.10	7.23	0.68	-0.87	60
Access to rare and historical materials	5.58	6.90	6.80	1.22	-0.09	435
Contribution to the intellectual atmosphere of the campus	6.49	7.75	7.01	0.53	-0.74	389
Ready access to computers / Internet / software	6.70	7.99	7.26	0.57	-0.72	76
The multimedia (CD / DVD / video / audio) collections I need	5.77	7.19	7.27	1.50	0.08	317
Helping me understand and publish in open access journals and books	5.22	6.70	5.52	0.30	-1.19	27
Provision of space and facilities that allow me to use my own laptop and/or other mobile device	6.38	7.91	7.04	0.65	-0.88	81
The library assists me in achieving academic success	6.64	7.94	7.62	0.97	-0.32	193
Making me aware of library resources and services	6.11	7.53	6.90	0.79	-0.63	1,321
Teaching me how to locate, evaluate, and use information	6.38	7.38	7.02	0.65	-0.35	176
Efficient interlibrary loan / document delivery	6.73	7.84	7.23	0.50	-0.61	293
Convenient service hours	6.77	8.04	7.23	0.45	-0.81	53
Ability to navigate library Web pages easily	7.03	8.30	7.07	0.04	-1.23	269
A secure and safe place	7.37	8.37	7.95	0.58	-0.42	602
Enabling me to find information myself 24 hours a day	7.26	8.20	7.55	0.29	-0.65	80
Facilitating self-directed research	6.56	8.03	7.38	0.82	-0.65	71
Having the user's best interest at heart	7.03	7.88	7.29	0.25	-0.59	59
Providing search tools that permit me to work autonomously	7.03	8.40	7.51	0.49	-0.89	70
Space that facilitates quiet study	6.56	7.92	6.73	0.16	-1.19	62

Language: English (American)
 Institution Type: College or University
 Consortium: ARL
 User Group: Graduate

Adequate hours of service	6.79	7.98	7.60	0.81	-0.37	240
Providing me with the information skills I need for my work or study	6.66	7.72	7.09	0.43	-0.63	333
Library staff providing help that assists in finding information needed now while improving my research skills	6.87	7.88	7.31	0.45	-0.57	312
Availability of assistance to improve my research skills	5.96	7.49	7.28	1.32	-0.21	47
Availability of assistance in addressing issues of copyright and plagiarism	5.73	6.85	6.18	0.45	-0.67	33
Access to materials from other libraries (Interlibrary Loan)	6.26	8.06	7.03	0.76	-1.03	68
The value of the library's resources and services to me for my academic success	7.33	8.29	7.55	0.22	-0.73	49

This table displays the standard deviations of each of the local questions added by the individual library or consortium, where *n* is the number of respondents for each particular question. For a more detailed explanation of the headings, see the introduction to this notebook.

Question Text	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
An environment that facilitates group study and problem solving	2.36	2.48	1.93	1.76	1.87	40
Ease of use of electronic resources	1.68	1.21	1.64	1.99	1.81	162
Providing help when and where I need it	2.03	1.66	1.67	1.82	1.68	78
Teaching me how to access, evaluate, and use information	1.94	1.70	1.63	1.83	1.77	512
Library orientations / instruction sessions	2.01	1.89	1.40	1.31	1.45	51
Online course support (readings, links, references)	1.85	1.43	1.75	1.95	1.86	60
Access to rare and historical materials	2.35	2.21	1.76	2.15	2.17	435
Contribution to the intellectual atmosphere of the campus	1.89	1.50	1.63	1.78	1.78	389
Ready access to computers / Internet / software	2.23	1.41	1.64	2.25	1.77	76
The multimedia (CD / DVD / video / audio) collections I need	2.19	2.07	1.60	1.98	1.92	317
Helping me understand and publish in open access journals and books	2.26	2.20	2.33	2.37	2.30	27
Provision of space and facilities that allow me to use my own laptop and/or other mobile device	1.97	1.53	1.85	2.17	1.88	81
The library assists me in achieving academic success	1.96	1.36	1.39	1.80	1.51	193
Making me aware of library resources and services	1.94	1.60	1.67	2.03	1.85	1,321
Teaching me how to locate, evaluate, and use information	1.83	1.83	1.66	1.81	1.91	176
Efficient interlibrary loan / document delivery	1.96	1.65	1.71	1.95	1.85	293
Convenient service hours	1.91	1.39	1.42	2.09	1.84	53
Ability to navigate library Web pages easily	1.53	1.11	1.66	1.94	1.72	269
A secure and safe place	1.73	1.15	1.29	1.74	1.38	602
Enabling me to find information myself 24 hours a day	1.71	1.11	1.31	1.92	1.40	80
Facilitating self-directed research	1.75	1.22	1.22	2.09	1.50	71
Having the user's best interest at heart	1.63	1.29	1.44	1.41	1.30	59
Providing search tools that permit me to work autonomously	1.74	1.08	1.43	1.59	1.56	70
Space that facilitates quiet study	2.00	1.51	1.85	2.25	2.13	62
Adequate hours of service	1.78	1.46	1.49	2.08	1.61	240
Providing me with the information skills I need for my work or study	1.79	1.67	1.70	1.89	1.64	333
Library staff providing help that assists in finding information needed now while improving my research skills	1.68	1.39	1.54	1.67	1.52	312
Availability of assistance to improve my research skills	2.04	1.91	1.70	2.28	1.78	47

Language: English (American)
 Institution Type: College or University
 Consortium: ARL
 User Group: Graduate

Availability of assistance in addressing issues of copyright and plagiarism	2.28	2.28	2.02	1.48	1.51	33
Access to materials from other libraries (Interlibrary Loan)	2.05	1.44	1.85	2.32	1.91	68
The value of the library's resources and services to me for my academic success	1.49	1.22	1.49	1.92	1.20	49

5.5 General Satisfaction Questions Summary for Graduate

This table displays the mean score and standard deviation for each of the general satisfaction questions: Satisfaction with Treatment, Satisfaction with Support, and Satisfaction with Overall Quality of Service, where n is the number of respondents for each question. These scores are calculated from responses to the general satisfaction questions on the LibQUAL+® survey, in which respondents rated their levels of general satisfaction on a scale from 1-9.

Satisfaction Question	Mean	SD	n
In general, I am satisfied with the way in which I am treated at the library.	7.68	1.42	3,178
In general, I am satisfied with library support for my learning, research, and/or teaching needs.	7.27	1.59	3,085
How would you rate the overall quality of the service provided by the library?	7.36	1.39	5,743

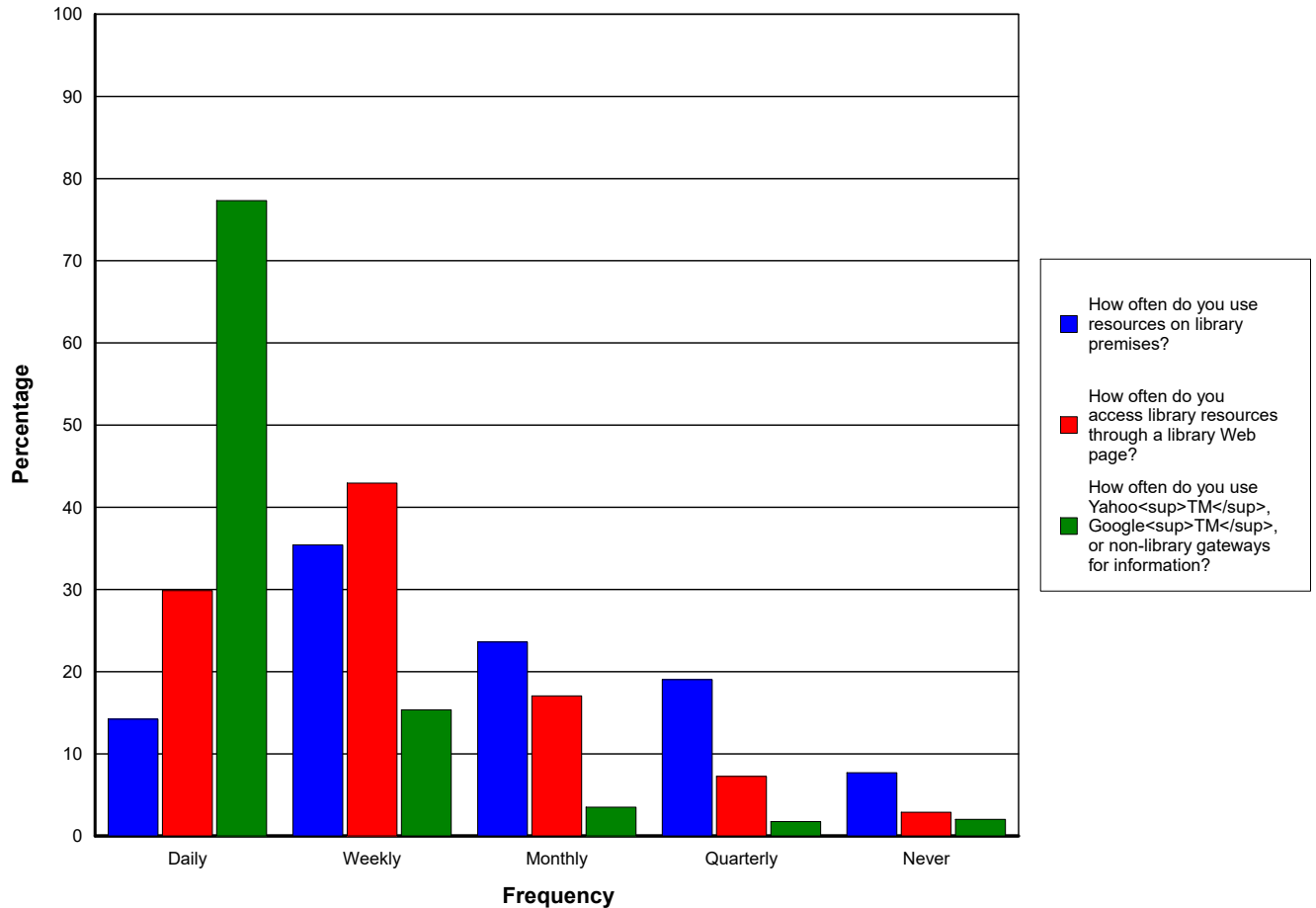
5.6 Information Literacy Outcomes Questions Summary for Graduate

This table displays the mean score and standard deviation for each of the information literacy outcomes questions, where n is the number of respondents for each question. These scores are calculated from responses to the information literacy outcomes questions on the LibQUAL+® survey, in which respondents rated their levels of general satisfaction on a scale from 1-9 with 1 being "strongly disagree" and 9 representing "strongly agree".

Information Literacy Outcomes Questions	Mean	SD	n
The library helps me stay abreast of developments in my field(s) of interest.	6.42	1.95	2,178
The library aids my advancement in my academic discipline or work.	7.38	1.57	2,946
The library enables me to be more efficient in my academic pursuits or work.	7.30	1.61	2,911
The library helps me distinguish between trustworthy and untrustworthy information.	6.28	1.84	2,892
The library provides me with the information skills I need in my work or study.	6.97	1.64	2,122

5.7 Library Use Summary for Graduate

This chart shows a graphic representation of library use (both on the premises and electronically), as well as use of non-library information gateways such as Yahoo™ and Google™. Bars represent the frequency with which respondents report using these resources: Daily, Weekly, Monthly, Quarterly, or Never. The table below the chart displays the number and percentage of respondents who selected each option.



	Daily	Weekly	Monthly	Quarterly	Never	Total
How often do you use resources on library premises?	817 14.23%	2,034 35.42%	1,356 23.62%	1,093 19.04%	442 7.70%	5,742 100.00%
How often do you access library resources through a library Web page?	1,715 29.86%	2,466 42.94%	979 17.05%	417 7.26%	166 2.89%	5,743 100.00%
How often do you use YahooTM, GoogleTM, or non-library gateways for information?	4,440 77.32%	882 15.36%	202 3.52%	101 1.76%	117 2.04%	5,742 100.00%

Language: English (American)
 Institution Type: College or University
 Consortium: ARL
 User Group: Graduate

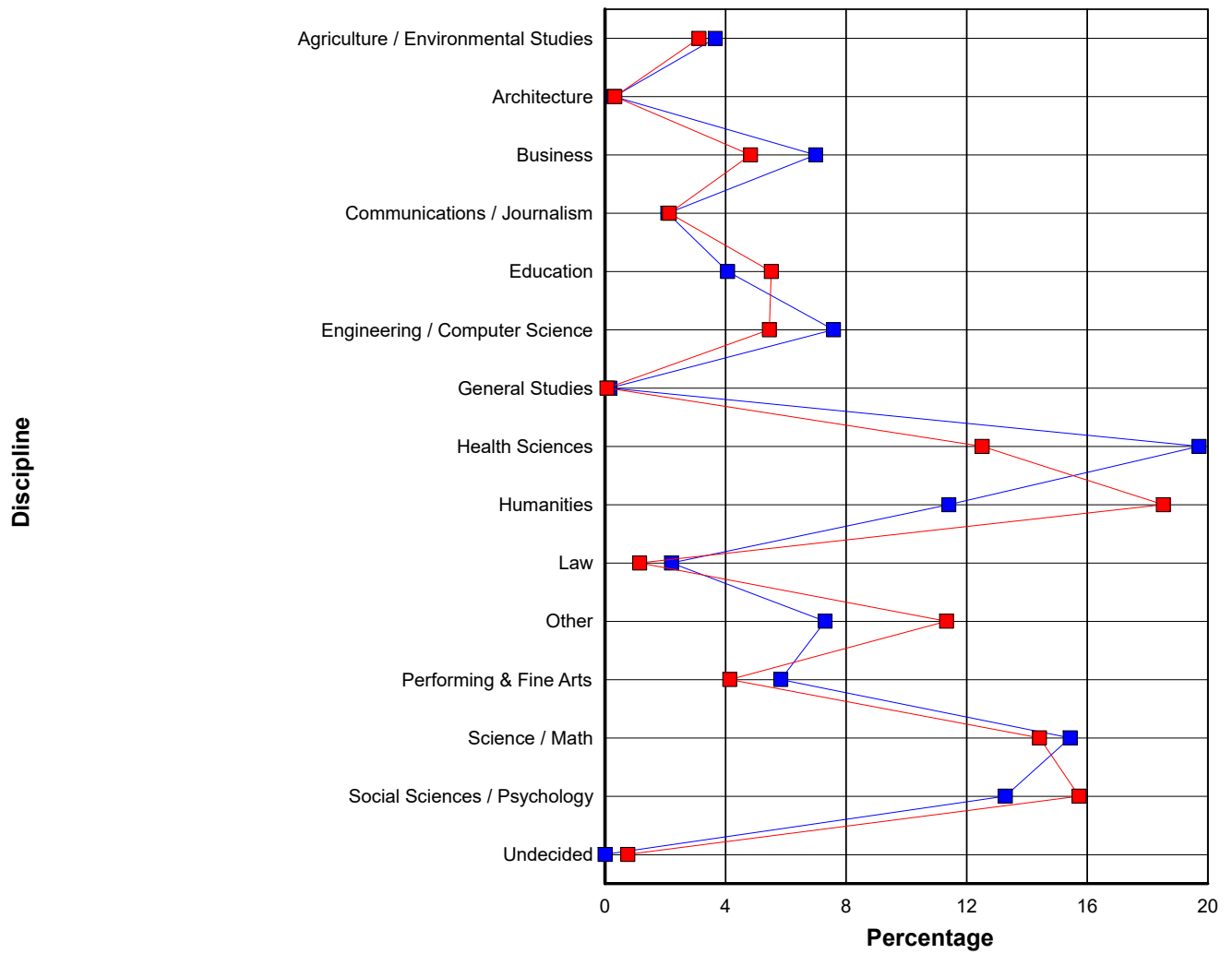
6 Summary for Faculty

6.1 Demographic Summary for Faculty

6.1.1 Population and Respondent Profiles by Standard Discipline

The chart and table below show a breakdown of survey respondents by discipline, based on user responses to the demographic questions and the demographic data provided by institutions in the online Representativeness section.

This section shows survey respondents broken down based on the LibQUAL+® standard discipline categories. The chart maps percentage of respondents for each discipline in red. Population percentages for each discipline are mapped in blue. The table shows the number and percentage for each discipline, for the general population (N) and for survey respondents (n).



- Respondent Profile by Discipline
- Population Profile by Discipline

Language: English (American)
 Institution Type: College or University
 Consortium: ARL
 User Group: Faculty

Discipline	Population N	Population %	Respondents n	Respondents %	%N - %n
Agriculture / Environmental Studies	1,013	3.66	95	3.12	0.54
Architecture	82	0.30	10	0.33	-0.03
Business	1,936	6.99	147	4.83	2.16
Communications / Journalism	576	2.08	65	2.13	-0.06
Education	1,127	4.07	168	5.52	-1.45
Engineering / Computer Science	2,100	7.58	166	5.45	2.13
General Studies	44	0.16	2	0.07	0.09
Health Sciences	5,460	19.71	381	12.51	7.20
Humanities	3,160	11.41	564	18.52	-7.11
Law	610	2.20	35	1.15	1.05
Other	2,023	7.30	345	11.33	-4.03
Performing & Fine Arts	1,615	5.83	126	4.14	1.69
Science / Math	4,275	15.43	439	14.42	1.02
Social Sciences / Psychology	3,679	13.28	479	15.73	-2.45
Undecided	0	0.00	23	0.76	-0.76
Total:	27,700	100.00	3,045	100.00	0.00

Language: English (American)
Institution Type: College or University
Consortium: ARL
User Group: Faculty

6.1.2 Respondent Profile by Age:

This table shows a breakdown of survey respondents by age; both the number of respondents (n) and the percentage of the total number of respondents represented by each age group are displayed.

Age:	Respondents n	Respondents %
Under 18	5	0.18
18 - 22	19	0.67
23 - 30	161	5.68
31 - 45	919	32.44
46 - 65	1,350	47.65
Over 65	379	13.38
Total:	2,833	100.00

6.1.3 Respondent Profile by Sex:

The table below shows a breakdown of survey respondents by sex, based on user responses to the demographic questions and the demographic data provided by institutions in the online Representativeness section*. The number and percentage for each sex are given for the general population and for survey respondents.

*Note: Participating institutions were not required to complete the Representativeness section. When population data is missing or incomplete, it is because this data was not provided.

Sex:	Population N	Population %	Respondents n	Respondents %
Female	10,077	41.47	527	44.55
Male	14,224	58.53	656	55.45
Total:	24,301	100.00	1,183	100.00

6.1.4 Respondent Profile by Full or part-time student?

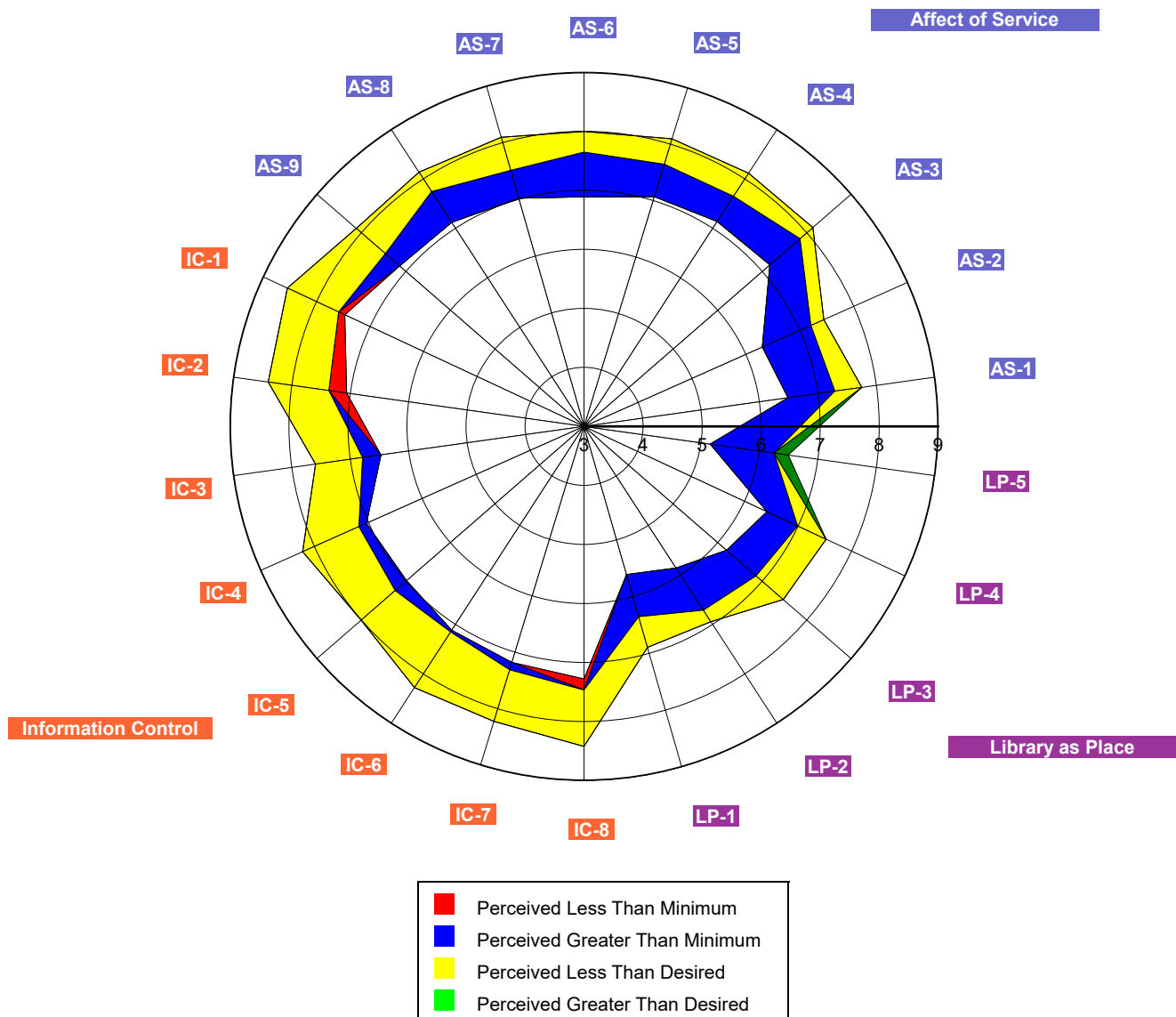
Full or part-time student?	Population N	Population %	Respondents n	Respondents %
Full-time	10,223	38.60	140	5.04
Part-time	4,514	17.04	43	1.55
Does not apply / NA	11,746	44.35	2,597	93.42
Total:	26,483	100.00	2,780	100.00

6.2 Core Questions Summary for Faculty

This radar chart shows the aggregate results for the core survey questions. Each axis represents one question. A code to identify each question is displayed at the outer point of each axis. While questions for each dimension of library service quality are scattered randomly throughout the survey, on this chart they are grouped into sections: Affect of Service, Information Control, and Library as Place.

On each axis, respondents' minimum, desired, and perceived levels of service quality are plotted, and the resulting "gaps" between the three levels (representing service adequacy or service superiority) are shaded in blue, yellow, green, and red.

The following two tables show mean scores and standard deviations for each question, where *n* is the number of respondents for each particular question. (For a more detailed explanation of the headings, see the Introduction to this notebook.)



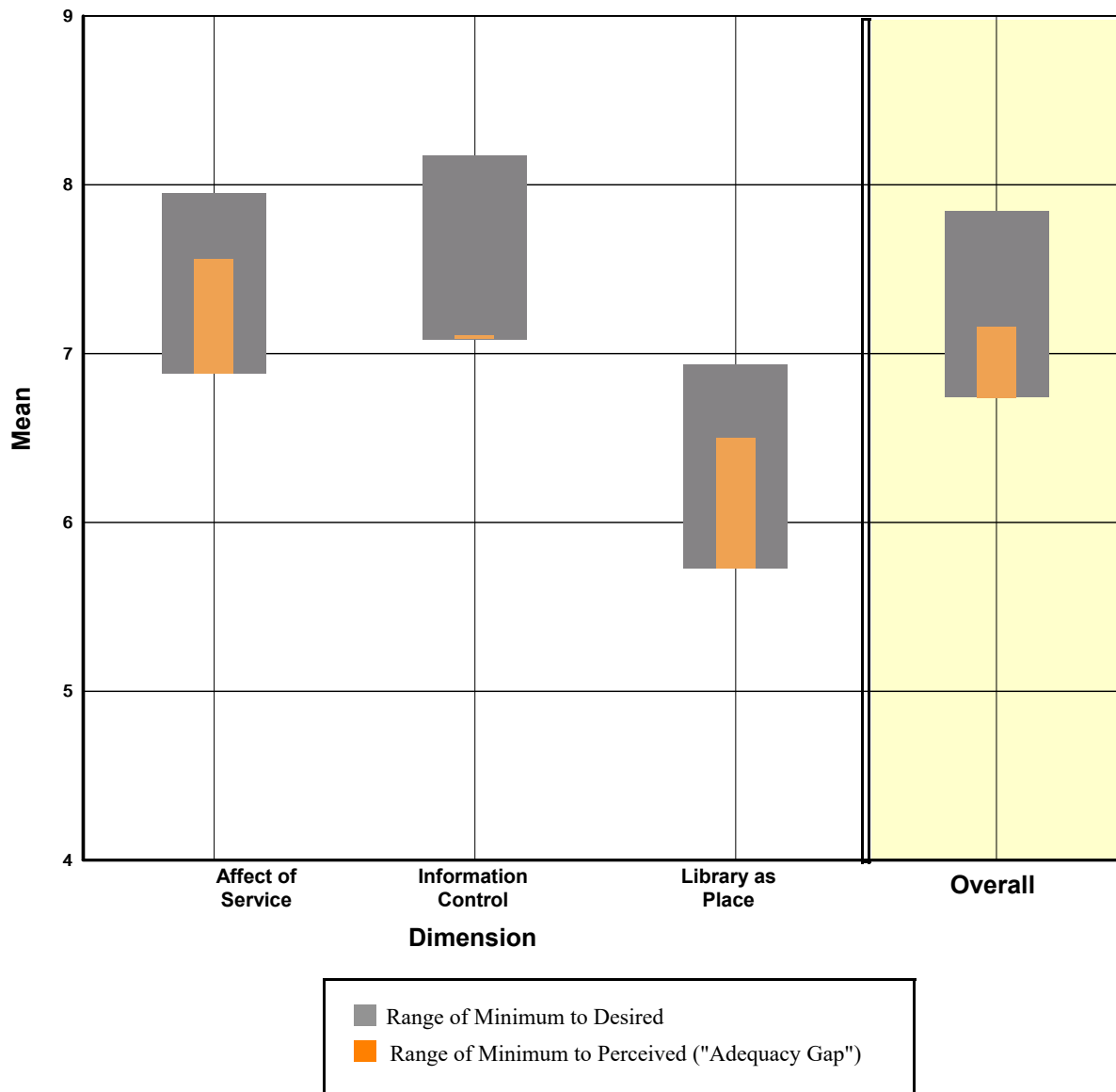
ID	Question Text	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
Affect of Service							
AS-1	Employees who instill confidence in users	6.49	7.75	7.29	0.80	-0.46	883
AS-2	Giving users individual attention	6.31	7.45	7.21	0.90	-0.24	1,054
AS-3	Employees who are consistently courteous	7.17	8.14	7.85	0.68	-0.29	1,063
AS-4	Readiness to respond to users' questions	7.14	8.12	7.65	0.51	-0.47	1,047
AS-5	Employees who have the knowledge to answer user questions	7.07	8.09	7.65	0.58	-0.45	1,095
AS-6	Employees who deal with users in a caring fashion	6.89	8.00	7.65	0.76	-0.35	2,895
AS-7	Employees who understand the needs of their users	7.02	8.10	7.51	0.49	-0.58	1,039
AS-8	Willingness to help users	7.12	8.13	7.74	0.62	-0.39	1,047
AS-9	Dependability in handling users' service problems	7.14	8.11	7.46	0.32	-0.65	857
Information Control							
IC-1	Making electronic resources accessible from my home or office	7.59	8.55	7.47	-0.12	-1.07	1,085
IC-2	A library Web site enabling me to locate information on my own	7.37	8.40	7.06	-0.30	-1.34	1,289
IC-3	The printed library materials I need for my work	6.48	7.59	6.79	0.31	-0.80	1,056
IC-4	The electronic information resources I need	7.04	8.22	7.18	0.14	-1.04	2,996
IC-5	Modern equipment that lets me easily access needed information	6.99	8.00	7.24	0.25	-0.76	1,137
IC-6	Easy-to-use access tools that allow me to find things on my own	7.12	8.28	7.15	0.03	-1.12	1,238
IC-7	Making information easily accessible for independent use	7.18	8.23	7.31	0.13	-0.91	1,131
IC-8	Print and/or electronic journal collections I require for my work	7.47	8.42	7.28	-0.19	-1.14	1,014
Library as Place							
LP-1	Library space that inspires study and learning	5.61	6.90	6.36	0.74	-0.54	2,474
LP-2	Quiet space for individual activities	5.86	6.94	6.71	0.85	-0.23	854
LP-3	A comfortable and inviting location	6.20	7.47	6.86	0.66	-0.61	981
LP-4	A getaway for study, learning, or research	6.42	7.53	6.99	0.57	-0.53	879
LP-5	Community space for group learning and group study	5.16	6.25	6.49	1.33	0.24	673
Overall:		6.74	7.84	7.16	0.42	-0.68	3,048

Language: English (American)
Institution Type: College or University
Consortium: ARL
User Group: Faculty

ID	Question Text	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
Affect of Service							
AS-1	Employees who instill confidence in users	1.89	1.63	1.67	1.83	1.66	883
AS-2	Giving users individual attention	1.96	1.73	1.69	1.91	1.76	1,054
AS-3	Employees who are consistently courteous	1.73	1.33	1.42	1.79	1.55	1,063
AS-4	Readiness to respond to users' questions	1.64	1.31	1.49	1.78	1.54	1,047
AS-5	Employees who have the knowledge to answer user questions	1.76	1.39	1.46	1.69	1.46	1,095
AS-6	Employees who deal with users in a caring fashion	1.80	1.41	1.48	1.83	1.55	2,895
AS-7	Employees who understand the needs of their users	1.71	1.29	1.47	1.75	1.55	1,039
AS-8	Willingness to help users	1.71	1.33	1.43	1.68	1.44	1,047
AS-9	Dependability in handling users' service problems	1.60	1.27	1.55	1.70	1.48	857
Information Control							
IC-1	Making electronic resources accessible from my home or office	1.56	1.01	1.60	1.87	1.64	1,085
IC-2	A library Web site enabling me to locate information on my own	1.52	1.08	1.67	1.93	1.77	1,289
IC-3	The printed library materials I need for my work	2.01	1.84	1.79	2.18	2.07	1,056
IC-4	The electronic information resources I need	1.71	1.33	1.59	1.92	1.79	2,996
IC-5	Modern equipment that lets me easily access needed information	1.72	1.42	1.52	1.84	1.68	1,137
IC-6	Easy-to-use access tools that allow me to find things on my own	1.57	1.17	1.57	1.83	1.70	1,238
IC-7	Making information easily accessible for independent use	1.55	1.17	1.53	1.81	1.61	1,131
IC-8	Print and/or electronic journal collections I require for my work	1.59	1.17	1.63	1.93	1.73	1,014
Library as Place							
LP-1	Library space that inspires study and learning	2.28	2.30	1.97	2.54	2.67	2,474
LP-2	Quiet space for individual activities	2.35	2.28	1.93	2.50	2.51	854
LP-3	A comfortable and inviting location	1.98	1.77	1.74	2.18	2.03	981
LP-4	A getaway for study, learning, or research	2.11	1.98	1.71	2.19	2.22	879
LP-5	Community space for group learning and group study	2.54	2.61	1.98	2.53	2.56	673
Overall:		1.37	1.09	1.25	1.44	1.32	3,048

6.3 Core Question Dimensions Summary for Faculty

On the chart below, scores for each dimension of library service quality have been plotted graphically. The exterior bars represent the range of minimum to desired mean scores for each dimension. The interior bars represent the range of minimum to perceived mean scores (the service adequacy gap) for each dimension of library service quality.



The following table displays mean scores for each dimension of library service quality measured by the LibQUAL+® survey, where *n* is the number of respondents for each particular dimension. (For a more detailed explanation of the headings, see the Introduction to this notebook.) A complete listing of the survey questions and their dimensions can be found in Appendix A.

Dimension	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
Affect of Service	6.88	7.95	7.56	0.68	-0.39	3,011
Information Control	7.09	8.17	7.11	0.02	-1.06	3,043
Library as Place	5.73	6.94	6.50	0.77	-0.44	2,677
Overall	6.74	7.84	7.16	0.42	-0.68	3,048

The following table displays standard deviation for each dimension of library service quality measured by the LibQUAL+® survey, where *n* is the number of respondents for each particular dimension. (For a more detailed explanation of the headings, see the Introduction to this notebook.) A complete listing of the survey questions and their dimensions can be found in Appendix A.

Dimension	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
Affect of Service	1.59	1.27	1.36	1.57	1.37	3,011
Information Control	1.42	1.08	1.40	1.61	1.50	3,043
Library as Place	2.12	2.08	1.78	2.26	2.31	2,677
Overall	1.37	1.09	1.25	1.44	1.32	3,048

6.4 Local Question Summary for Faculty

This table shows mean scores of each of the local questions added by the individual library or consortium, where n is the number of respondents for each particular question. For a more detailed explanation of the headings, see the introduction to this notebook.

Question Text	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
An environment that facilitates group study and problem solving	4.64	5.92	6.76	2.12	0.84	25
Ease of use of electronic resources	7.55	8.30	7.24	-0.30	-1.06	33
Providing help when and where I need it	6.76	7.99	7.20	0.44	-0.79	170
Teaching me how to access, evaluate, and use information	6.02	7.27	7.16	1.14	-0.11	252
Library orientations / instruction sessions	5.50	6.00	7.08	1.58	1.08	12
Online course support (readings, links, references)	6.74	7.87	6.99	0.25	-0.88	117
Access to rare and historical materials	5.67	6.80	6.82	1.16	0.03	186
Contribution to the intellectual atmosphere of the campus	6.88	7.83	7.05	0.17	-0.78	258
Ready access to computers / Internet / software	6.79	8.07	7.71	0.93	-0.36	14
The multimedia (CD / DVD / video / audio) collections I need	6.19	7.43	7.13	0.94	-0.30	182
Helping me understand and publish in open access journals and books	3.62	5.04	4.38	0.77	-0.65	26
Provision of space and facilities that allow me to use my own laptop and/or other mobile device	5.88	7.63	6.38	0.50	-1.25	8
The library assists me in achieving academic success	6.91	7.99	7.68	0.77	-0.30	79
Making me aware of library resources and services	6.25	7.45	6.79	0.54	-0.66	810
Teaching me how to locate, evaluate, and use information	6.75	7.68	7.05	0.30	-0.63	40
Efficient interlibrary loan / document delivery	7.30	8.24	7.49	0.19	-0.75	209
Convenient service hours	7.13	7.73	7.13	0.00	-0.60	30
Ability to navigate library Web pages easily	7.00	8.30	6.83	-0.17	-1.47	320
A secure and safe place	7.38	8.20	7.86	0.48	-0.34	305
Enabling me to find information myself 24 hours a day	7.03	8.05	7.51	0.49	-0.54	39
Facilitating self-directed research	6.97	8.14	7.11	0.14	-1.03	35
Having the user's best interest at heart	7.18	8.13	7.31	0.14	-0.82	159
Providing search tools that permit me to work autonomously	7.65	8.35	7.53	-0.12	-0.81	43
Space that facilitates quiet study	5.54	6.71	5.82	0.29	-0.89	28

Language: English (American)
 Institution Type: College or University
 Consortium: ARL
 User Group: Faculty

Adequate hours of service	6.35	7.42	7.45	1.11	0.04	84
Providing me with the information skills I need for my work or study	6.65	7.60	7.13	0.47	-0.47	208
Library staff providing help that assists in finding information needed now while improving my research skills	6.93	7.89	7.69	0.76	-0.20	196
Availability of assistance to improve my research skills	6.09	7.27	7.00	0.91	-0.27	22
Availability of assistance in addressing issues of copyright and plagiarism	6.52	7.20	8.00	1.48	0.80	25
Access to materials from other libraries (Interlibrary Loan)	8.06	8.53	7.82	-0.24	-0.71	17
The value of the library's resources and services to me for my academic success	7.55	8.34	7.00	-0.55	-1.34	29

This table displays the standard deviations of each of the local questions added by the individual library or consortium, where *n* is the number of respondents for each particular question. For a more detailed explanation of the headings, see the introduction to this notebook.

Question Text	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
An environment that facilitates group study and problem solving	2.34	2.52	1.81	1.69	2.06	25
Ease of use of electronic resources	1.37	1.19	1.41	1.51	1.17	33
Providing help when and where I need it	1.76	1.40	1.51	1.78	1.60	170
Teaching me how to access, evaluate, and use information	2.01	1.95	1.64	1.73	1.71	252
Library orientations / instruction sessions	2.39	2.45	1.68	2.43	2.50	12
Online course support (readings, links, references)	1.94	1.68	1.70	2.10	1.89	117
Access to rare and historical materials	2.40	2.44	1.74	2.29	2.41	186
Contribution to the intellectual atmosphere of the campus	1.96	1.70	1.78	1.84	1.81	258
Ready access to computers / Internet / software	1.67	1.21	1.33	1.64	1.86	14
The multimedia (CD / DVD / video / audio) collections I need	2.12	1.98	1.78	1.98	1.90	182
Helping me understand and publish in open access journals and books	2.64	3.18	2.30	3.17	3.26	26
Provision of space and facilities that allow me to use my own laptop and/or other mobile device	2.03	1.85	2.13	2.07	3.01	8
The library assists me in achieving academic success	1.77	1.45	1.56	1.59	1.60	79
Making me aware of library resources and services	1.93	1.65	1.73	2.03	1.92	810
Teaching me how to locate, evaluate, and use information	1.97	1.72	1.96	2.26	1.86	40
Efficient interlibrary loan / document delivery	1.74	1.23	1.63	1.69	1.65	209
Convenient service hours	1.63	1.64	1.61	1.88	1.67	30
Ability to navigate library Web pages easily	1.53	1.14	1.60	1.93	1.80	320
A secure and safe place	1.89	1.54	1.50	1.87	1.63	305
Enabling me to find information myself 24 hours a day	2.22	2.09	1.86	2.43	2.47	39
Facilitating self-directed research	1.56	1.22	1.62	1.85	1.62	35
Having the user's best interest at heart	1.52	1.36	1.57	1.76	1.70	159
Providing search tools that permit me to work autonomously	1.59	1.04	1.68	2.21	1.76	43
Space that facilitates quiet study	2.62	2.45	2.31	2.88	3.05	28
Adequate hours of service	1.64	1.38	1.40	1.70	1.63	84
Providing me with the information skills I need for my work or study	1.84	1.72	1.59	1.72	1.55	208
Library staff providing help that assists in finding information needed now while improving my research skills	1.88	1.66	1.52	1.74	1.63	196
Availability of assistance to improve my research skills	1.97	1.93	1.57	2.04	2.10	22

Language: English (American)
 Institution Type: College or University
 Consortium: ARL
 User Group: Faculty

Availability of assistance in addressing issues of copyright and plagiarism	2.29	2.43	1.41	1.98	1.76	25
Access to materials from other libraries (Interlibrary Loan)	1.56	1.28	1.29	1.82	1.76	17
The value of the library's resources and services to me for my academic success	1.50	1.17	1.85	2.03	1.70	29

6.5 General Satisfaction Questions Summary for Faculty

This table displays the mean score and standard deviation for each of the general satisfaction questions: Satisfaction with Treatment, Satisfaction with Support, and Satisfaction with Overall Quality of Service, where n is the number of respondents for each question. These scores are calculated from responses to the general satisfaction questions on the LibQUAL+® survey, in which respondents rated their levels of general satisfaction on a scale from 1-9.

Satisfaction Question	Mean	SD	n
In general, I am satisfied with the way in which I am treated at the library.	7.77	1.46	1,779
In general, I am satisfied with library support for my learning, research, and/or teaching needs.	7.35	1.64	1,730
How would you rate the overall quality of the service provided by the library?	7.50	1.43	3,047

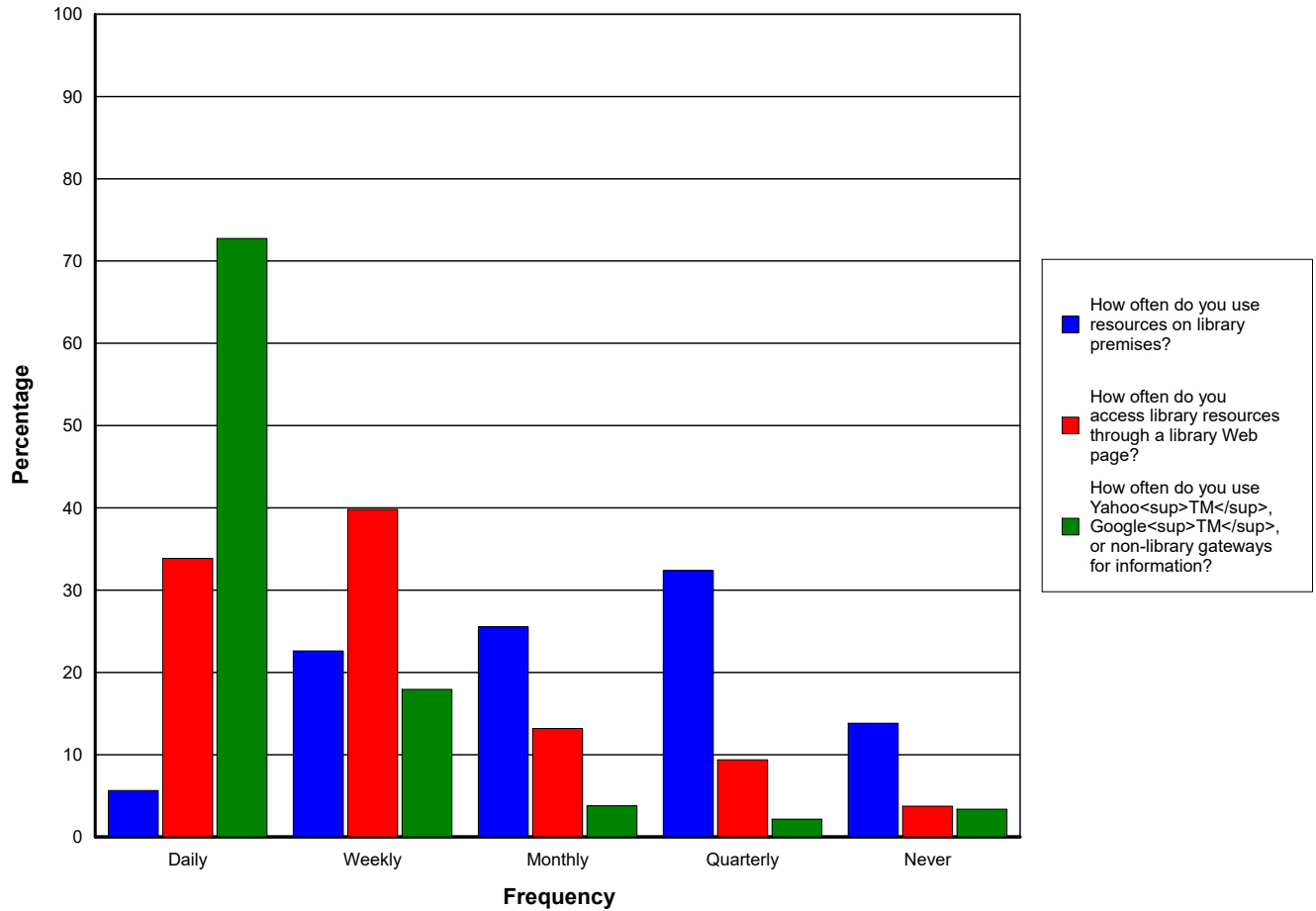
6.6 Information Literacy Outcomes Questions Summary for Faculty

This table displays the mean score and standard deviation for each of the information literacy outcomes questions, where n is the number of respondents for each question. These scores are calculated from responses to the information literacy outcomes questions on the LibQUAL+® survey, in which respondents rated their levels of general satisfaction on a scale from 1-9 with 1 being "strongly disagree" and 9 representing "strongly agree".

Information Literacy Outcomes Questions	Mean	SD	n
The library helps me stay abreast of developments in my field(s) of interest.	6.57	2.05	1,251
The library aids my advancement in my academic discipline or work.	7.42	1.67	1,635
The library enables me to be more efficient in my academic pursuits or work.	7.46	1.62	1,658
The library helps me distinguish between trustworthy and untrustworthy information.	6.11	2.07	1,675
The library provides me with the information skills I need in my work or study.	6.69	1.93	1,260

6.7 Library Use Summary for Faculty

This chart shows a graphic representation of library use (both on the premises and electronically), as well as use of non-library information gateways such as Yahoo™ and Google™. Bars represent the frequency with which respondents report using these resources: Daily, Weekly, Monthly, Quarterly, or Never. The table below the chart displays the number and percentage of respondents who selected each option.



	Daily	Weekly	Monthly	Quarterly	Never	Total
How often do you use resources on library premises?	172 5.64%	689 22.60%	779 25.56%	987 32.38%	421 13.81%	3,048 100.00%
How often do you access library resources through a library Web page?	1,032 33.87%	1,213 39.81%	402 13.19%	286 9.39%	114 3.74%	3,047 100.00%
How often do you use Yahoo TM , Google TM , or non-library gateways for information?	2,217 72.74%	547 17.95%	115 3.77%	66 2.17%	103 3.38%	3,048 100.00%

7 Summary for Library Staff

7.1 Demographic Summary for Library Staff

7.1.1 Respondent Profile by Age:

This table shows a breakdown of survey respondents by age; both the number of respondents (n) and the percentage of the total number of respondents represented by each age group are displayed.

Age:	Respondents n	Respondents %
Under 18	0	0.00
18 - 22	6	4.08
23 - 30	24	16.33
31 - 45	41	27.89
46 - 65	69	46.94
Over 65	7	4.76
Total:	147	100.00

7.1.2 Respondent Profile by Sex:

The table below shows a breakdown of survey respondents by sex, based on user responses to the demographic questions and the demographic data provided by institutions in the online Representativeness section*. The number and percentage for each sex are given for the general population and for survey respondents.

*Note: Participating institutions were not required to complete the Representativeness section. When population data is missing or incomplete, it is because this data was not provided.

Sex:	Respondents n	Respondents %
Female	69	71.13
Male	28	28.87
Total:	97	100.00

7.1.3 Respondent Profile by Full or part-time student?

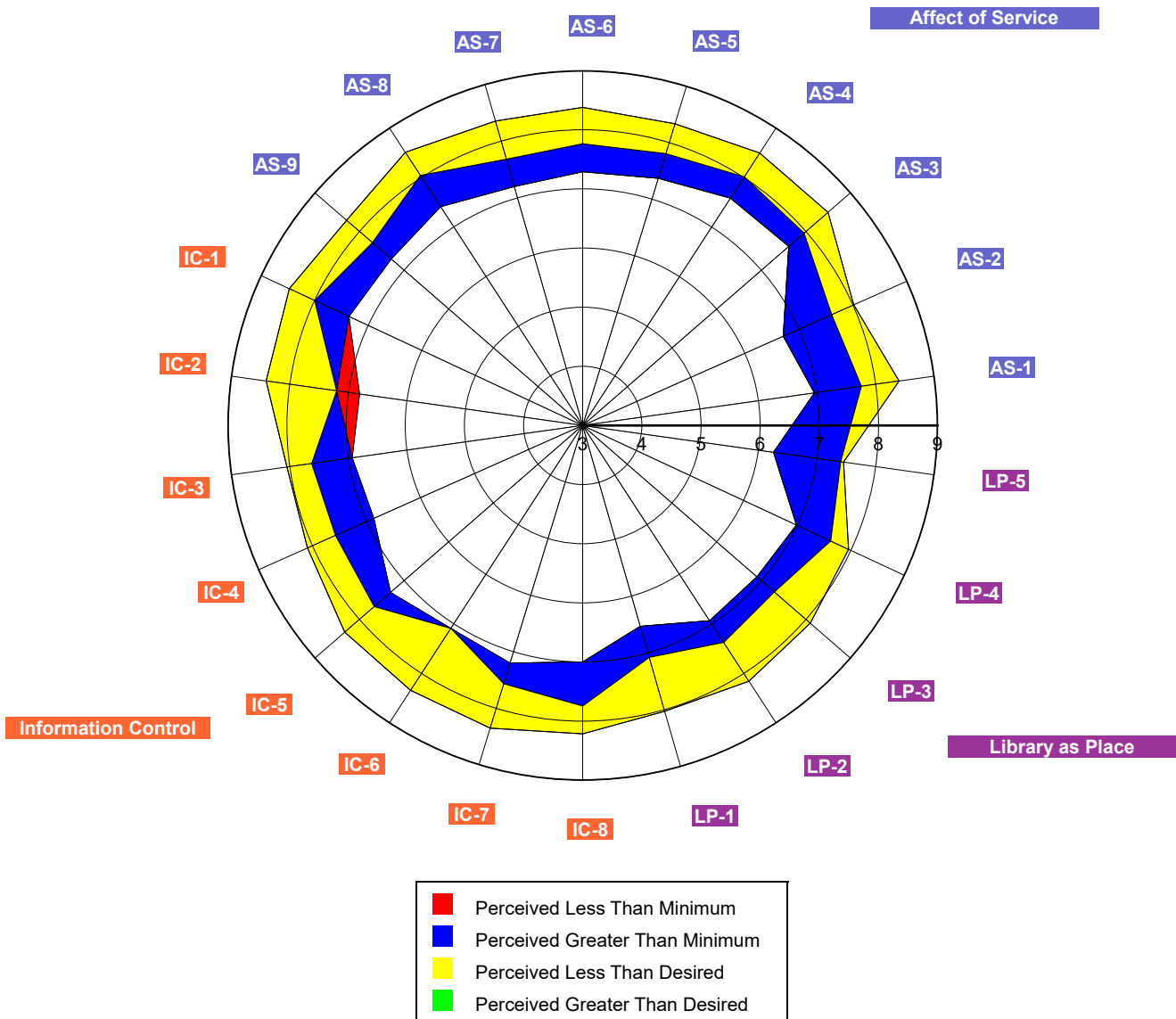
Full or part-time student?	Respondents n	Respondents %
Full-time	10	6.76
Part-time	10	6.76
Does not apply / NA	128	86.49
Total:	148	100.00

7.2 Core Questions Summary for Library Staff

This radar chart shows the aggregate results for the core survey questions. Each axis represents one question. A code to identify each question is displayed at the outer point of each axis. While questions for each dimension of library service quality are scattered randomly throughout the survey, on this chart they are grouped into sections: Affect of Service, Information Control, and Library as Place.

On each axis, respondents' minimum, desired, and perceived levels of service quality are plotted, and the resulting "gaps" between the three levels (representing service adequacy or service superiority) are shaded in blue, yellow, green, and red.

The following two tables show mean scores and standard deviations for each question, where *n* is the number of respondents for each particular question. (For a more detailed explanation of the headings, see the Introduction to this notebook.)



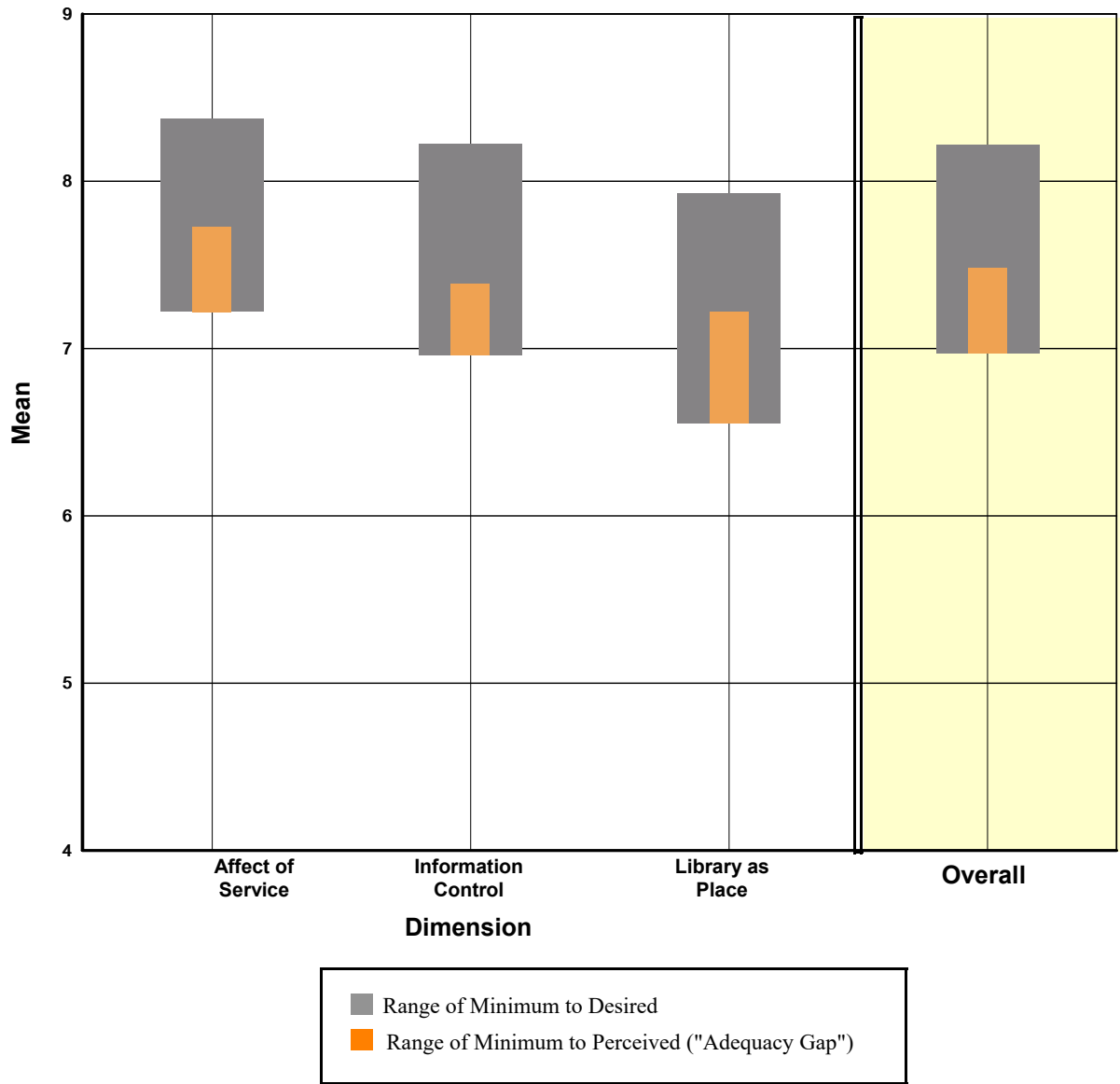
Language: English (American)
 Institution Type: College or University
 Consortium: ARL
 User Group: Library Staff

ID	Question Text	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
Affect of Service							
AS-1	Employees who instill confidence in users	6.96	8.40	7.76	0.80	-0.64	70
AS-2	Giving users individual attention	6.71	8.01	7.61	0.90	-0.41	69
AS-3	Employees who are consistently courteous	7.62	8.49	7.96	0.34	-0.53	73
AS-4	Readiness to respond to users' questions	7.58	8.49	8.01	0.43	-0.48	77
AS-5	Employees who have the knowledge to answer user questions	7.37	8.33	7.81	0.44	-0.53	78
AS-6	Employees who deal with users in a caring fashion	7.29	8.38	7.76	0.47	-0.61	148
AS-7	Employees who understand the needs of their users	7.20	8.35	7.68	0.48	-0.67	79
AS-8	Willingness to help users	7.41	8.51	8.04	0.63	-0.47	73
AS-9	Dependability in handling users' service problems	7.29	8.29	7.71	0.42	-0.58	59
Information Control							
IC-1	Making electronic resources accessible from my home or office	7.36	8.47	8.00	0.64	-0.47	72
IC-2	A library Web site enabling me to locate information on my own	7.20	8.40	6.81	-0.39	-1.60	84
IC-3	The printed library materials I need for my work	6.94	8.05	7.63	0.69	-0.42	62
IC-4	The electronic information resources I need	6.87	8.09	7.57	0.71	-0.52	141
IC-5	Modern equipment that lets me easily access needed information	7.30	8.33	7.67	0.37	-0.66	82
IC-6	Easy-to-use access tools that allow me to find things on my own	7.09	8.34	7.09	0.00	-1.25	85
IC-7	Making information easily accessible for independent use	7.20	8.35	7.57	0.36	-0.78	74
IC-8	Print and/or electronic journal collections I require for my work	7.00	8.22	7.75	0.75	-0.47	51
Library as Place							
LP-1	Library space that inspires study and learning	6.53	8.03	7.08	0.55	-0.95	137
LP-2	Quiet space for individual activities	6.94	8.16	7.38	0.44	-0.78	64
LP-3	A comfortable and inviting location	6.90	8.10	7.29	0.39	-0.81	72
LP-4	A getaway for study, learning, or research	6.99	7.96	7.63	0.64	-0.33	72
LP-5	Community space for group learning and group study	6.26	7.45	7.40	1.15	-0.05	62
Overall:		6.97	8.22	7.48	0.51	-0.74	148

ID	Question Text	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
Affect of Service							
AS-1	Employees who instill confidence in users	1.71	0.94	1.31	1.56	1.29	70
AS-2	Giving users individual attention	1.46	1.19	1.31	1.54	1.28	69
AS-3	Employees who are consistently courteous	1.28	0.88	1.17	1.43	1.14	73
AS-4	Readiness to respond to users' questions	1.29	0.80	1.30	1.43	1.20	77
AS-5	Employees who have the knowledge to answer user questions	1.32	0.86	1.30	1.41	1.46	78
AS-6	Employees who deal with users in a caring fashion	1.52	1.02	1.36	1.72	1.49	148
AS-7	Employees who understand the needs of their users	1.41	0.88	1.29	1.40	1.23	79
AS-8	Willingness to help users	1.42	0.78	1.11	1.46	1.08	73
AS-9	Dependability in handling users' service problems	1.29	0.97	1.15	1.43	1.19	59
Information Control							
IC-1	Making electronic resources accessible from my home or office	1.60	0.98	1.05	1.72	1.36	72
IC-2	A library Web site enabling me to locate information on my own	1.57	1.17	1.93	2.00	2.10	84
IC-3	The printed library materials I need for my work	1.74	1.44	1.37	1.57	1.39	62
IC-4	The electronic information resources I need	1.64	1.42	1.21	1.78	1.71	141
IC-5	Modern equipment that lets me easily access needed information	1.35	0.93	1.24	1.63	1.41	82
IC-6	Easy-to-use access tools that allow me to find things on my own	1.34	0.85	1.64	1.76	1.83	85
IC-7	Making information easily accessible for independent use	1.44	0.83	1.35	1.46	1.46	74
IC-8	Print and/or electronic journal collections I require for my work	1.72	1.15	1.28	1.52	1.25	51
Library as Place							
LP-1	Library space that inspires study and learning	1.80	1.40	1.69	2.01	1.99	137
LP-2	Quiet space for individual activities	1.82	1.28	1.72	2.13	2.04	64
LP-3	A comfortable and inviting location	1.52	1.09	1.50	1.90	1.84	72
LP-4	A getaway for study, learning, or research	1.51	1.26	1.32	1.71	1.32	72
LP-5	Community space for group learning and group study	1.94	1.72	1.43	2.23	2.03	62
Overall:		1.27	0.80	1.06	1.32	1.16	148

7.3 Core Question Dimensions Summary for Library Staff

On the chart below, scores for each dimension of library service quality have been plotted graphically. The exterior bars represent the range of minimum to desired mean scores for each dimension. The interior bars represent the range of minimum to perceived mean scores (the service adequacy gap) for each dimension of library service quality.



The following table displays mean scores for each dimension of library service quality measured by the LibQUAL+® survey, where *n* is the number of respondents for each particular dimension. (For a more detailed explanation of the headings, see the Introduction to this notebook.) A complete listing of the survey questions and their dimensions can be found in Appendix A.

Dimension	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
Affect of Service	7.22	8.37	7.73	0.51	-0.64	148
Information Control	6.96	8.22	7.39	0.43	-0.84	148
Library as Place	6.56	7.93	7.22	0.66	-0.71	145
Overall	6.97	8.22	7.48	0.51	-0.74	148

The following table displays standard deviation for each dimension of library service quality measured by the LibQUAL+® survey, where *n* is the number of respondents for each particular dimension. (For a more detailed explanation of the headings, see the Introduction to this notebook.) A complete listing of the survey questions and their dimensions can be found in Appendix A.

Dimension	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
Affect of Service	1.30	0.80	1.14	1.33	1.16	148
Information Control	1.36	0.94	1.13	1.32	1.24	148
Library as Place	1.63	1.21	1.42	1.85	1.73	145
Overall	1.27	0.80	1.06	1.32	1.16	148

7.4 Local Question Summary for Library Staff

This table shows mean scores of each of the local questions added by the individual library or consortium, where *n* is the number of respondents for each particular question. For a more detailed explanation of the headings, see the introduction to this notebook.

Question Text	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
Ease of use of electronic resources	6.73	8.09	6.91	0.18	-1.18	11
Teaching me how to access, evaluate, and use information	7.09	7.91	7.67	0.58	-0.24	45
Access to rare and historical materials	6.60	7.42	7.46	0.85	0.04	48
Ready access to computers / Internet / software	9.00	9.00	9.00	0.00	0.00	1
The multimedia (CD / DVD / video / audio) collections I need	6.95	8.14	7.88	0.93	-0.26	43
Provision of space and facilities that allow me to use my own laptop and/or other mobile device	8.00	9.00	8.67	0.67	-0.33	3
The library assists me in achieving academic success	5.88	7.88	7.25	1.38	-0.63	8
Making me aware of library resources and services	6.80	7.99	7.20	0.41	-0.78	79
Teaching me how to locate, evaluate, and use information	6.25	7.63	7.38	1.13	-0.25	8
Ability to navigate library Web pages easily	5.00	7.00	4.00	-1.00	-3.00	1
A secure and safe place	7.76	8.55	7.73	-0.04	-0.82	51
Adequate hours of service	6.93	8.00	7.67	0.73	-0.33	15

This table displays the standard deviations of each of the local questions added by the individual library or consortium, where *n* is the number of respondents for each particular question. For a more detailed explanation of the headings, see the introduction to this notebook.

Question Text	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
Ease of use of electronic resources	1.10	1.30	1.22	1.40	1.47	11
Teaching me how to access, evaluate, and use information	1.52	1.14	1.04	1.45	1.19	45
Access to rare and historical materials	1.88	1.54	1.53	1.91	1.75	48
Ready access to computers / Internet / software						1
The multimedia (CD / DVD / video / audio) collections I need	1.75	1.01	1.07	1.70	1.22	43
Provision of space and facilities that allow me to use my own laptop and/or other mobile device	1.73	0.00	0.58	1.15	0.58	3
The library assists me in achieving academic success	1.64	1.36	2.12	1.41	1.92	8
Making me aware of library resources and services	1.50	1.09	1.78	1.87	1.95	79
Teaching me how to locate, evaluate, and use information	1.28	2.00	1.06	1.36	1.28	8
Ability to navigate library Web pages easily						1
A secure and safe place	1.19	0.88	1.39	1.89	1.62	51
Adequate hours of service	1.58	1.36	1.45	1.16	1.18	15

7.5 General Satisfaction Questions Summary for Library Staff

This table displays the mean score and standard deviation for each of the general satisfaction questions: Satisfaction with Treatment, Satisfaction with Support, and Satisfaction with Overall Quality of Service, where n is the number of respondents for each question. These scores are calculated from responses to the general satisfaction questions on the LibQUAL+® survey, in which respondents rated their levels of general satisfaction on a scale from 1-9.

Satisfaction Question	Mean	SD	n
In general, I am satisfied with the way in which I am treated at the library.	7.78	1.28	92
In general, I am satisfied with library support for my learning, research, and/or teaching needs.	7.75	1.23	106
How would you rate the overall quality of the service provided by the library?	7.82	1.07	148

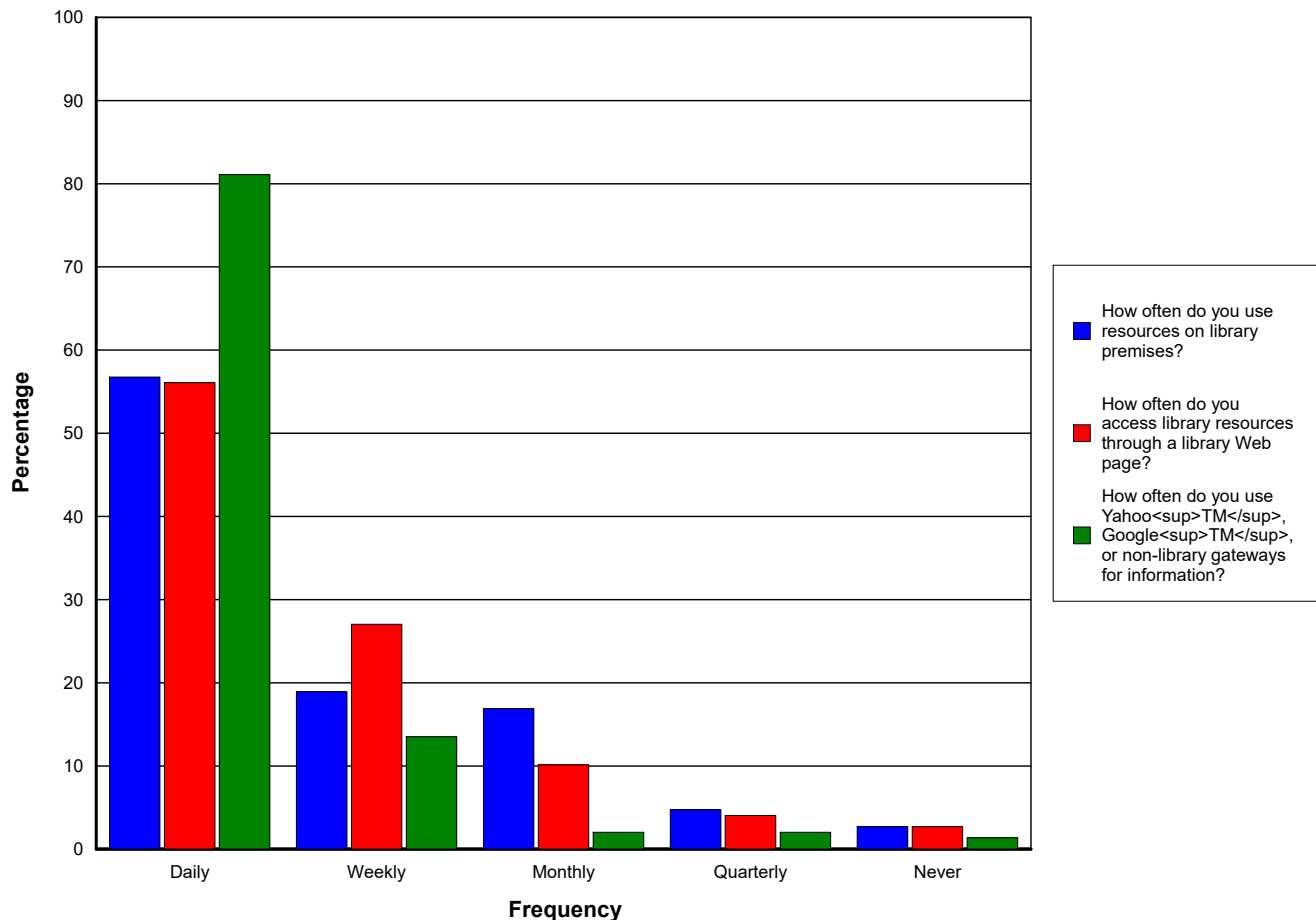
7.6 Information Literacy Outcomes Questions Summary for Library Staff

This table displays the mean score and standard deviation for each of the information literacy outcomes questions, where n is the number of respondents for each question. These scores are calculated from responses to the information literacy outcomes questions on the LibQUAL+® survey, in which respondents rated their levels of general satisfaction on a scale from 1-9 with 1 being "strongly disagree" and 9 representing "strongly agree".

Information Literacy Outcomes Questions	Mean	SD	n
The library helps me stay abreast of developments in my field(s) of interest.	6.59	2.05	74
The library aids my advancement in my academic discipline or work.	7.42	1.39	88
The library enables me to be more efficient in my academic pursuits or work.	7.53	1.35	97
The library helps me distinguish between trustworthy and untrustworthy information.	7.24	1.57	97
The library provides me with the information skills I need in my work or study.	7.48	1.46	90

7.7 Library Use Summary for Library Staff

This chart shows a graphic representation of library use (both on the premises and electronically), as well as use of non-library information gateways such as Yahoo™ and Google™. Bars represent the frequency with which respondents report using these resources: Daily, Weekly, Monthly, Quarterly, or Never. The table below the chart displays the number and percentage of respondents who selected each option.



	Daily	Weekly	Monthly	Quarterly	Never	Total
How often do you use resources on library premises?	84 56.76%	28 18.92%	25 16.89%	7 4.73%	4 2.70%	148 100.00%
How often do you access library resources through a library Web page?	83 56.08%	40 27.03%	15 10.14%	6 4.05%	4 2.70%	148 100.00%
How often do you use YahooTM, GoogleTM, or non-library gateways for information?	120 81.08%	20 13.51%	3 2.03%	3 2.03%	2 1.35%	148 100.00%

8 Summary for Staff

8.1 Demographic Summary for Staff

8.1.1 Respondent Profile by Age:

This table shows a breakdown of survey respondents by age; both the number of respondents (n) and the percentage of the total number of respondents represented by each age group are displayed.

Age:	Respondents n	Respondents %
Under 18	0	0.00
18 - 22	15	2.31
23 - 30	105	16.20
31 - 45	230	35.49
46 - 65	275	42.44
Over 65	23	3.55
Total:	648	100.00

8.1.2 Respondent Profile by Sex:

The table below shows a breakdown of survey respondents by sex, based on user responses to the demographic questions and the demographic data provided by institutions in the online Representativeness section*. The number and percentage for each sex are given for the general population and for survey respondents.

*Note: Participating institutions were not required to complete the Representativeness section. When population data is missing or incomplete, it is because this data was not provided.

Sex:	Respondents n	Respondents %
Female	257	65.23
Male	137	34.77
Total:	394	100.00

8.1.3 Respondent Profile by Full or part-time student?

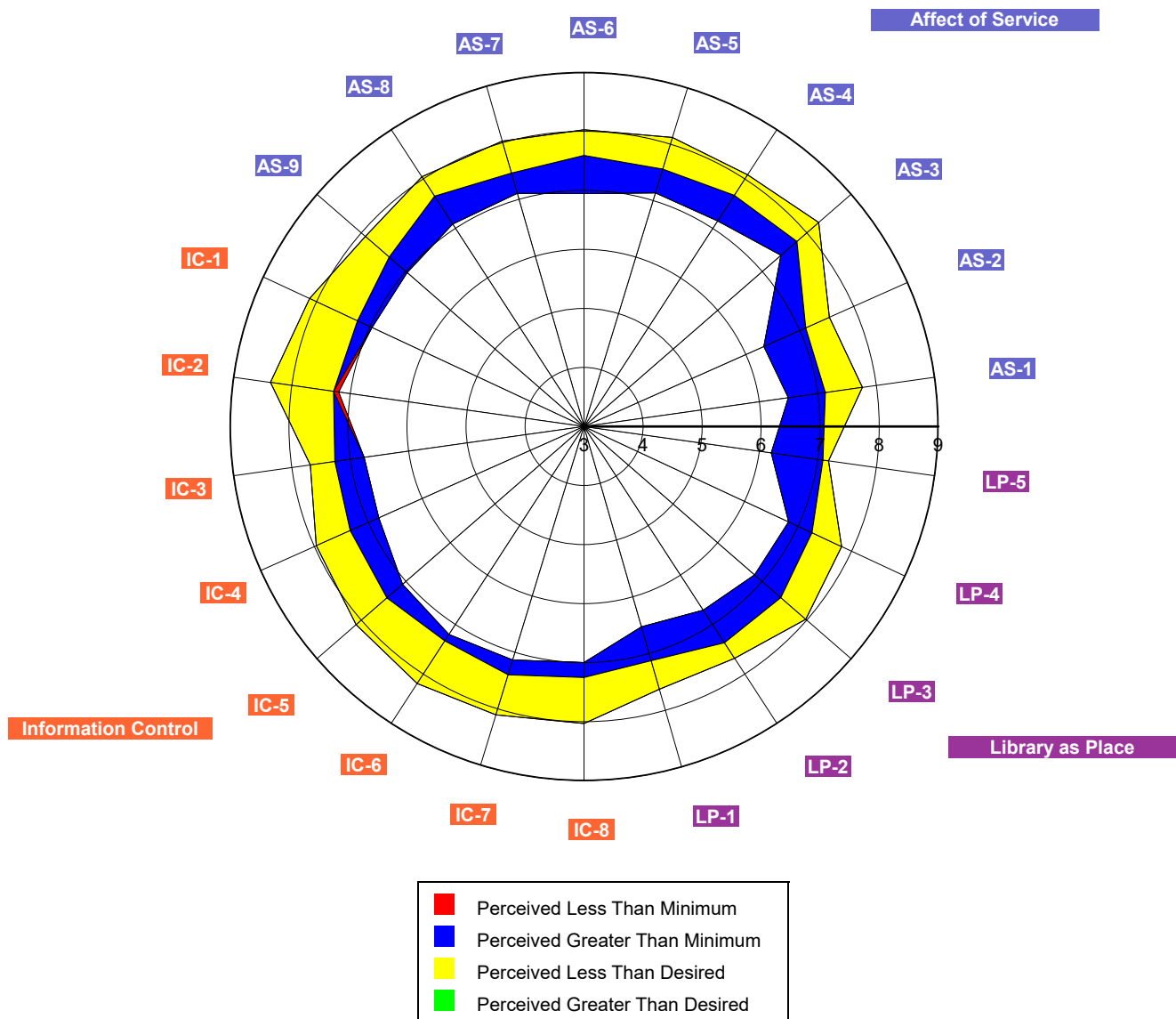
Full or part-time student?	Respondents n	Respondents %
Full-time	31	4.84
Part-time	38	5.93
Does not apply / NA	572	89.24
Total:	641	100.00

8.2 Core Questions Summary for Staff

This radar chart shows the aggregate results for the core survey questions. Each axis represents one question. A code to identify each question is displayed at the outer point of each axis. While questions for each dimension of library service quality are scattered randomly throughout the survey, on this chart they are grouped into sections: Affect of Service, Information Control, and Library as Place.

On each axis, respondents' minimum, desired, and perceived levels of service quality are plotted, and the resulting "gaps" between the three levels (representing service adequacy or service superiority) are shaded in blue, yellow, green, and red.

The following two tables show mean scores and standard deviations for each question, where *n* is the number of respondents for each particular question. (For a more detailed explanation of the headings, see the Introduction to this notebook.)



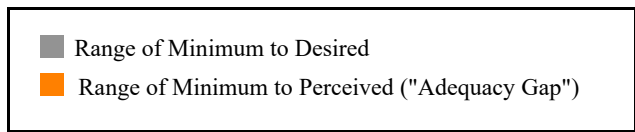
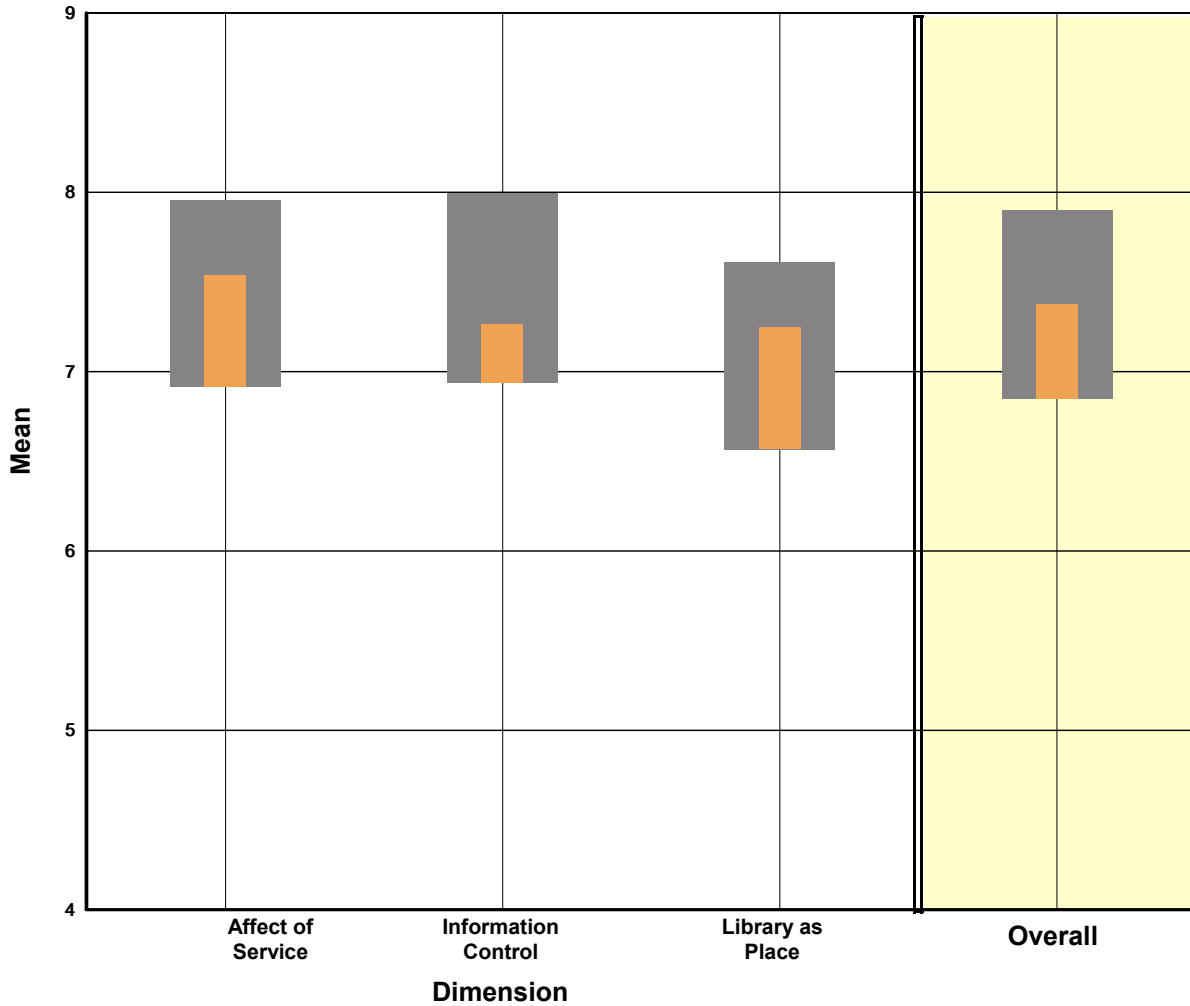
ID	Question Text	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
Affect of Service							
AS-1	Employees who instill confidence in users	6.49	7.76	7.13	0.63	-0.63	386
AS-2	Giving users individual attention	6.33	7.55	7.11	0.78	-0.44	374
AS-3	Employees who are consistently courteous	7.42	8.27	7.78	0.36	-0.49	415
AS-4	Readiness to respond to users' questions	7.15	8.09	7.67	0.52	-0.41	396
AS-5	Employees who have the knowledge to answer user questions	7.14	8.12	7.56	0.42	-0.56	398
AS-6	Employees who deal with users in a caring fashion	6.95	8.03	7.59	0.65	-0.43	637
AS-7	Employees who understand the needs of their users	7.11	8.03	7.47	0.36	-0.56	373
AS-8	Willingness to help users	7.09	8.05	7.65	0.56	-0.39	397
AS-9	Dependability in handling users' service problems	6.97	7.91	7.38	0.40	-0.53	349
Information Control							
IC-1	Making electronic resources accessible from my home or office	6.97	8.13	7.24	0.27	-0.90	403
IC-2	A library Web site enabling me to locate information on my own	7.29	8.37	7.20	-0.09	-1.17	434
IC-3	The printed library materials I need for my work	6.76	7.68	7.26	0.50	-0.42	326
IC-4	The electronic information resources I need	6.81	7.97	7.34	0.53	-0.63	621
IC-5	Modern equipment that lets me easily access needed information	7.08	8.12	7.43	0.35	-0.69	394
IC-6	Easy-to-use access tools that allow me to find things on my own	7.20	8.19	7.33	0.13	-0.86	424
IC-7	Making information easily accessible for independent use	7.14	8.11	7.40	0.26	-0.71	405
IC-8	Print and/or electronic journal collections I require for my work	7.00	8.03	7.25	0.25	-0.78	317
Library as Place							
LP-1	Library space that inspires study and learning	6.53	7.63	7.13	0.60	-0.50	579
LP-2	Quiet space for individual activities	6.71	7.68	7.37	0.66	-0.31	342
LP-3	A comfortable and inviting location	6.83	7.98	7.42	0.59	-0.56	387
LP-4	A getaway for study, learning, or research	6.82	7.82	7.26	0.44	-0.56	342
LP-5	Community space for group learning and group study	6.20	7.18	7.09	0.88	-0.09	295
Overall:		6.85	7.90	7.37	0.53	-0.52	654

Language: English (American)
Institution Type: College or University
Consortium: ARL
User Group: Staff

ID	Question Text	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
Affect of Service							
AS-1	Employees who instill confidence in users	1.80	1.53	1.54	1.75	1.58	386
AS-2	Giving users individual attention	1.93	1.56	1.59	1.80	1.60	374
AS-3	Employees who are consistently courteous	1.59	1.14	1.35	1.72	1.46	415
AS-4	Readiness to respond to users' questions	1.57	1.22	1.38	1.60	1.38	396
AS-5	Employees who have the knowledge to answer user questions	1.59	1.24	1.45	1.67	1.49	398
AS-6	Employees who deal with users in a caring fashion	1.74	1.35	1.47	1.78	1.51	637
AS-7	Employees who understand the needs of their users	1.54	1.26	1.36	1.55	1.46	373
AS-8	Willingness to help users	1.67	1.32	1.41	1.67	1.46	397
AS-9	Dependability in handling users' service problems	1.65	1.43	1.51	1.65	1.48	349
Information Control							
IC-1	Making electronic resources accessible from my home or office	1.82	1.44	1.67	1.97	1.71	403
IC-2	A library Web site enabling me to locate information on my own	1.64	1.02	1.60	1.98	1.69	434
IC-3	The printed library materials I need for my work	1.76	1.61	1.52	1.84	1.69	326
IC-4	The electronic information resources I need	1.75	1.40	1.48	1.85	1.67	621
IC-5	Modern equipment that lets me easily access needed information	1.59	1.27	1.38	1.70	1.58	394
IC-6	Easy-to-use access tools that allow me to find things on my own	1.56	1.21	1.49	1.73	1.61	424
IC-7	Making information easily accessible for independent use	1.53	1.18	1.42	1.65	1.48	405
IC-8	Print and/or electronic journal collections I require for my work	1.72	1.40	1.58	2.03	1.78	317
Library as Place							
LP-1	Library space that inspires study and learning	2.00	1.75	1.69	2.05	1.97	579
LP-2	Quiet space for individual activities	1.97	1.73	1.51	2.04	1.91	342
LP-3	A comfortable and inviting location	1.74	1.22	1.46	1.86	1.65	387
LP-4	A getaway for study, learning, or research	1.70	1.51	1.54	1.72	1.61	342
LP-5	Community space for group learning and group study	2.08	2.00	1.60	2.29	2.22	295
Overall:		1.44	1.08	1.20	1.44	1.21	654

8.3 Core Question Dimensions Summary for Staff

On the chart below, scores for each dimension of library service quality have been plotted graphically. The exterior bars represent the range of minimum to desired mean scores for each dimension. The interior bars represent the range of minimum to perceived mean scores (the service adequacy gap) for each dimension of library service quality.



The following table displays mean scores for each dimension of library service quality measured by the LibQUAL+® survey, where *n* is the number of respondents for each particular dimension. (For a more detailed explanation of the headings, see the Introduction to this notebook.) A complete listing of the survey questions and their dimensions can be found in Appendix A.

Dimension	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
Affect of Service	6.92	7.95	7.54	0.62	-0.41	650
Information Control	6.94	8.00	7.26	0.33	-0.73	651
Library as Place	6.57	7.61	7.25	0.68	-0.37	617
Overall	6.85	7.90	7.37	0.53	-0.52	654

The following table displays standard deviation for each dimension of library service quality measured by the LibQUAL+® survey, where *n* is the number of respondents for each particular dimension. (For a more detailed explanation of the headings, see the Introduction to this notebook.) A complete listing of the survey questions and their dimensions can be found in Appendix A.

Dimension	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
Affect of Service	1.57	1.20	1.29	1.53	1.27	650
Information Control	1.50	1.15	1.32	1.57	1.40	651
Library as Place	1.78	1.54	1.47	1.81	1.70	617
Overall	1.44	1.08	1.20	1.44	1.21	654

8.4 Local Question Summary for Staff

This table shows mean scores of each of the local questions added by the individual library or consortium, where *n* is the number of respondents for each particular question. For a more detailed explanation of the headings, see the introduction to this notebook.

Question Text	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
An environment that facilitates group study and problem solving	7.00	8.00	7.00	0.00	-1.00	1
Ease of use of electronic resources	5.86	8.57	6.71	0.86	-1.86	7
Providing help when and where I need it	6.74	7.70	7.13	0.39	-0.57	69
Teaching me how to access, evaluate, and use information	6.31	7.57	6.84	0.54	-0.72	231
Online course support (readings, links, references)	6.94	7.91	7.17	0.23	-0.74	47
Access to rare and historical materials	5.89	6.92	7.08	1.19	0.16	178
Ready access to computers / Internet / software	7.52	8.13	7.73	0.21	-0.40	48
The multimedia (CD / DVD / video / audio) collections I need	6.26	7.39	7.22	0.95	-0.17	174
Provision of space and facilities that allow me to use my own laptop and/or other mobile device	7.02	7.96	7.49	0.47	-0.47	49
The library assists me in achieving academic success	7.03	7.83	7.80	0.77	-0.03	30
Making me aware of library resources and services	6.33	7.58	6.85	0.52	-0.73	371
Teaching me how to locate, evaluate, and use information	6.50	7.75	7.00	0.50	-0.75	4
Ability to navigate library Web pages easily	7.47	8.37	7.24	-0.23	-1.13	70
A secure and safe place	7.63	8.38	7.72	0.09	-0.66	243
Having the user's best interest at heart	6.98	7.80	7.35	0.37	-0.45	65
Providing search tools that permit me to work autonomously	6.80	8.40	6.00	-0.80	-2.40	5
Adequate hours of service	7.50	8.75	8.75	1.25	0.00	4
Access to materials from other libraries (Interlibrary Loan)	6.39	7.28	7.08	0.69	-0.19	36

This table displays the standard deviations of each of the local questions added by the individual library or consortium, where *n* is the number of respondents for each particular question. For a more detailed explanation of the headings, see the introduction to this notebook.

Question Text	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
An environment that facilitates group study and problem solving						1
Ease of use of electronic resources	2.79	1.13	1.89	1.57	1.77	7
Providing help when and where I need it	1.61	1.46	1.44	1.65	1.74	69
Teaching me how to access, evaluate, and use information	1.76	1.54	1.59	1.81	1.81	231
Online course support (readings, links, references)	1.55	1.30	1.27	1.22	1.07	47
Access to rare and historical materials	2.07	2.12	1.64	2.03	2.12	178
Ready access to computers / Internet / software	1.46	1.28	1.50	1.43	1.27	48
The multimedia (CD / DVD / video / audio) collections I need	1.90	1.68	1.49	1.98	1.90	174
Provision of space and facilities that allow me to use my own laptop and/or other mobile device	1.88	1.66	1.32	1.54	1.24	49
The library assists me in achieving academic success	1.88	1.72	1.21	1.92	1.75	30
Making me aware of library resources and services	1.84	1.44	1.70	1.98	1.79	371
Teaching me how to locate, evaluate, and use information	1.29	0.96	2.16	2.65	2.06	4
Ability to navigate library Web pages easily	1.19	0.92	1.36	1.58	1.44	70
A secure and safe place	1.53	1.09	1.41	1.90	1.60	243
Having the user's best interest at heart	1.74	1.68	1.54	1.39	1.36	65
Providing search tools that permit me to work autonomously	2.28	0.55	2.45	3.77	2.88	5
Adequate hours of service	1.91	0.50	0.50	1.89	0.00	4
Access to materials from other libraries (Interlibrary Loan)	2.36	1.97	1.63	2.67	2.29	36

8.5 General Satisfaction Questions Summary for Staff

This table displays the mean score and standard deviation for each of the general satisfaction questions: Satisfaction with Treatment, Satisfaction with Support, and Satisfaction with Overall Quality of Service, where n is the number of respondents for each question. These scores are calculated from responses to the general satisfaction questions on the LibQUAL+® survey, in which respondents rated their levels of general satisfaction on a scale from 1-9.

Satisfaction Question	Mean	SD	n
In general, I am satisfied with the way in which I am treated at the library.	7.75	1.30	491
In general, I am satisfied with library support for my learning, research, and/or teaching needs.	7.24	1.52	495
How would you rate the overall quality of the service provided by the library?	7.61	1.22	654

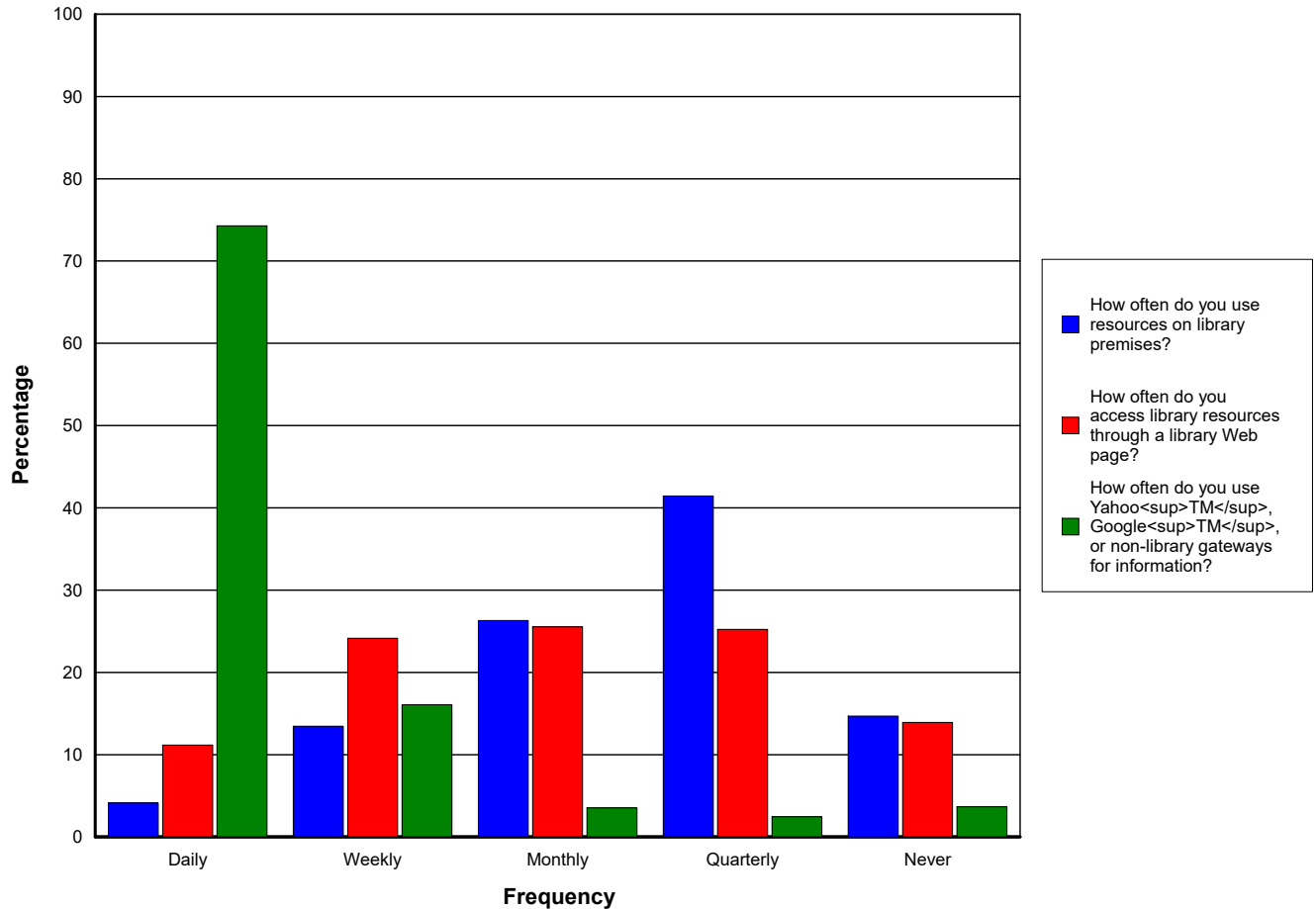
8.6 Information Literacy Outcomes Questions Summary for Staff

This table displays the mean score and standard deviation for each of the information literacy outcomes questions, where n is the number of respondents for each question. These scores are calculated from responses to the information literacy outcomes questions on the LibQUAL+® survey, in which respondents rated their levels of general satisfaction on a scale from 1-9 with 1 being "strongly disagree" and 9 representing "strongly agree".

Information Literacy Outcomes Questions	Mean	SD	n
The library helps me stay abreast of developments in my field(s) of interest.	6.34	1.78	429
The library aids my advancement in my academic discipline or work.	6.80	1.69	474
The library enables me to be more efficient in my academic pursuits or work.	6.95	1.77	484
The library helps me distinguish between trustworthy and untrustworthy information.	6.32	1.85	473
The library provides me with the information skills I need in my work or study.	6.63	1.77	446

8.7 Library Use Summary for Staff

This chart shows a graphic representation of library use (both on the premises and electronically), as well as use of non-library information gateways such as Yahoo™ and Google™. Bars represent the frequency with which respondents report using these resources: Daily, Weekly, Monthly, Quarterly, or Never. The table below the chart displays the number and percentage of respondents who selected each option.



	Daily	Weekly	Monthly	Quarterly	Never	Total
How often do you use resources on library premises?	27 4.13%	88 13.46%	172 26.30%	271 41.44%	96 14.68%	654 100.00%
How often do you access library resources through a library Web page?	73 11.16%	158 24.16%	167 25.54%	165 25.23%	91 13.91%	654 100.00%
How often do you use Yahoo TM , Google TM , or non-library gateways for information?	485 74.27%	105 16.08%	23 3.52%	16 2.45%	24 3.68%	653 100.00%

9 Summary for Academic Law

9.1 Demographic Summary for Academic Law

9.1.1 Respondents by User Group

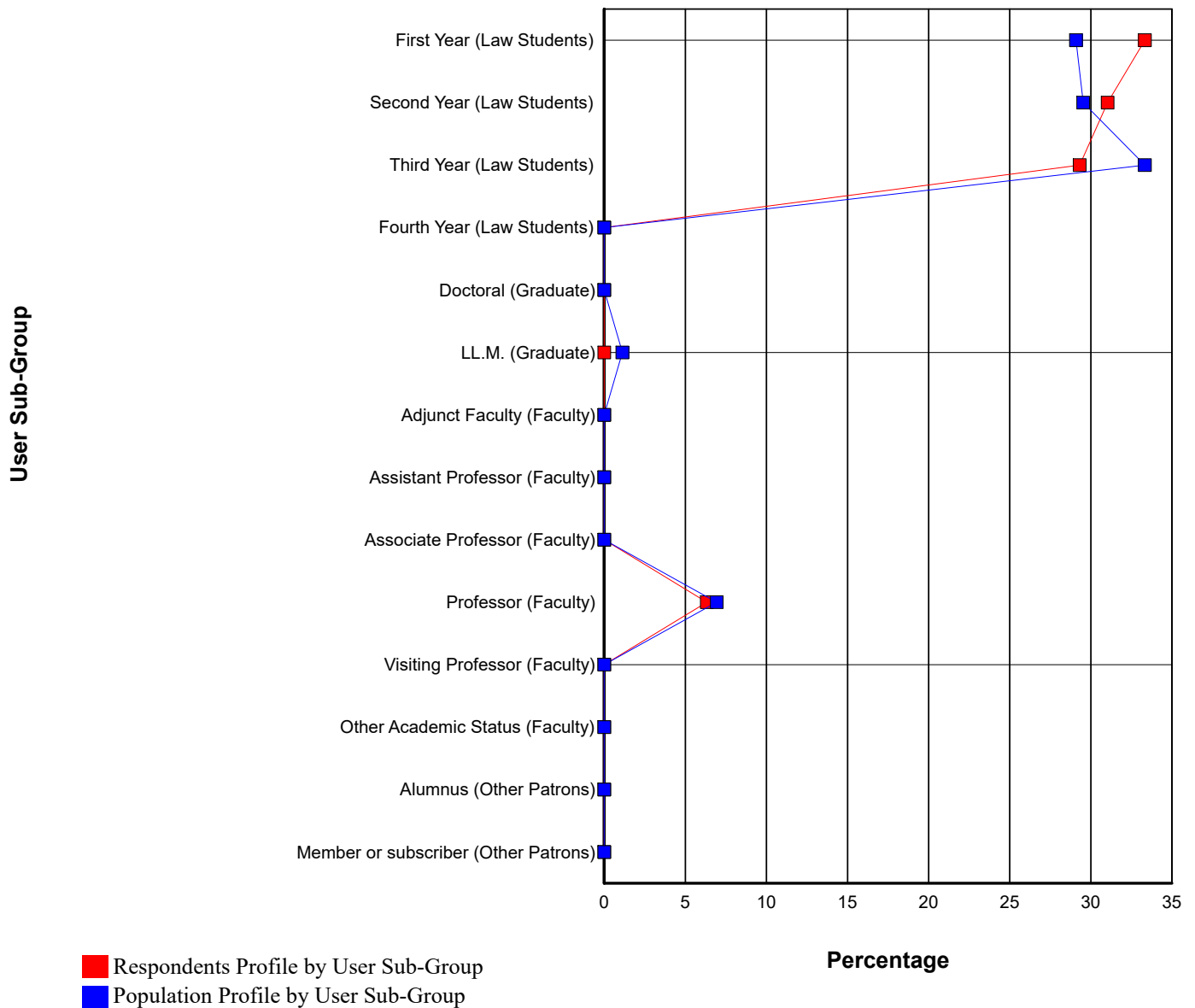
User Group	Respondent n	Respondent %
Law Students		
First Year	58	33.33%
Second Year	54	31.03%
Third Year	51	29.31%
Fourth Year	0	0.00%
Sub Total:	163	93.68%
Graduate		
Doctoral	0	0.00%
LL.M.	0	0.00%
Sub Total:	0	0.00%
Faculty		
Adjunct Faculty	0	0.00%
Assistant Professor	0	0.00%
Associate Professor	0	0.00%
Professor	11	6.32%
Visiting Professor	0	0.00%
Other Academic Status	0	0.00%
Sub Total:	11	6.32%
Library Staff		
Administrator	0	0.00%
Manager, Head of Unit	0	0.00%
Public Services	0	0.00%
Systems	0	0.00%
Technical Services	0	0.00%
Other	0	0.00%
Sub Total:	0	0.00%
Staff		
Administrator/Manager	0	0.00%
Research Staff	0	0.00%
Other staff positions	0	0.00%
Sub Total:	0	0.00%
Other Patrons		
Alumnus	0	0.00%
Member or subscriber	0	0.00%
Sub Total:	0	0.00%
Total:	174	100.00%

9.1.2 Population and Respondents by User Sub-Group

The chart and table below show a breakdown of survey respondents by sub-group (e.g. First year, Masters, Professor), based on user responses to the demographic questions at the end of the survey instrument and the demographic data provided by institutions in the online Representativeness section*.

The chart maps the percentage of respondents for each user subgroup in red. Population percentages for each user subgroup are mapped in blue. The table shows the number and percentage for each user sub-group for the general population (N) and for survey respondents (n).

**Note: Participating institutions were not required to complete the Representativeness section. When population data is missing or incomplete, it is because this data was not provided.*



Language: English (American)
 Institution Type: Academic Law
 Consortium: ARL
 User Group: All (Excluding Library Staff, Staff)

User Sub-Group	Population N	Population %	Respondents n	Respondents %	%N - %n
First Year (Law Students)	130	29.08	58	33.33	-4.25
Second Year (Law Students)	132	29.53	54	31.03	-1.50
Third Year (Law Students)	149	33.33	51	29.31	4.02
Fourth Year (Law Students)	0	0.00	0	0.00	0.00
Doctoral (Graduate)	0	0.00	0	0.00	0.00
LL.M. (Graduate)	5	1.12	0	0.00	1.12
Adjunct Faculty (Faculty)	0	0.00	0	0.00	0.00
Assistant Professor (Faculty)	0	0.00	0	0.00	0.00
Associate Professor (Faculty)	0	0.00	0	0.00	0.00
Professor (Faculty)	31	6.94	11	6.32	0.61
Visiting Professor (Faculty)	0	0.00	0	0.00	0.00
Other Academic Status (Faculty)	0	0.00	0	0.00	0.00
Alumnus (Other Patrons)	0	0.00	0	0.00	0.00
Member or subscriber (Other Patrons)	0	0.00	0	0.00	0.00
Total:	447	100.00	174	100.00	0.00

Language: English (American)
Institution Type: Academic Law
Consortium: ARL
User Group: All (Excluding Library Staff, Staff)

9.1.3 Respondent Profile by Age:

This table shows a breakdown of survey respondents by age; both the number of respondents (n) and the percentage of the total number of respondents represented by each age group are displayed.

Age:	Respondents n	Respondents %
Under 18	0	0.00
18 - 22	7	4.02
23 - 30	135	77.59
31 - 45	23	13.22
46 - 65	7	4.02
Over 65	2	1.15
Total:	174	100.00

9.1.4 Respondent Profile by Sex:

The table below shows a breakdown of survey respondents by sex, based on user responses to the demographic questions and the demographic data provided by institutions in the online Representativeness section*. The number and percentage for each sex are given for the general population and for survey respondents.

*Note: Participating institutions were not required to complete the Representativeness section. When population data is missing or incomplete, it is because this data was not provided.

Sex:	Population N	Population %	Respondents n	Respondents %
Female	166	38.34	64	36.78
Male	267	61.66	110	63.22
Total:	433	100.00	174	100.00

9.1.5 Respondent Profile by Day or evening student?

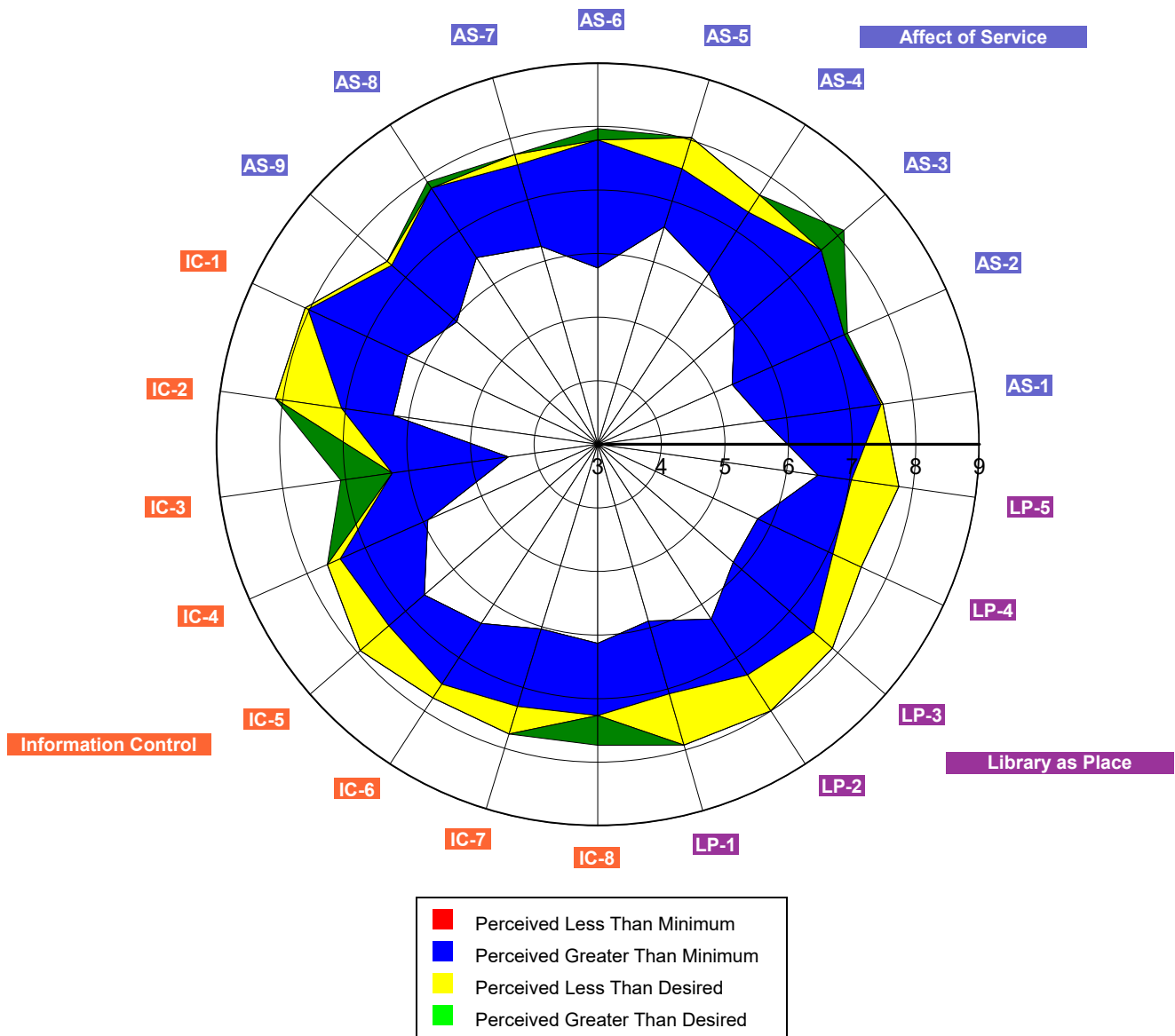
Day or evening student?	Population N	Population %	Respondents n	Respondents %
Day	433	100.00	155	89.08
Evening		0.00	0	0.00
Does not apply / NA		0.00	19	10.92
Total:	433	100.00	174	100.00

9.2 Core Questions Summary for ARL

This radar chart shows the aggregate results for the core survey questions. Each axis represents one question. A code to identify each question is displayed at the outer point of each axis. While questions for each dimension of library service quality are scattered randomly throughout the survey, on this chart they are grouped into sections: Affect of Service, Information Control, and Library as Place.

On each axis, respondents' minimum, desired, and perceived levels of service quality are plotted, and the resulting "gaps" between the three levels (representing service adequacy or service superiority) are shaded in blue, yellow, green, and red.

The following two tables show mean scores and standard deviations for each question, where *n* is the number of respondents for each particular question. (For a more detailed explanation of the headings, see the Introduction to this notebook.)



Language: English (American)
 Institution Type: Academic Law
 Consortium: ARL
 User Group: All (Excluding Library Staff)

ID	Question Text	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
Affect of Service							
AS-1	Employees who instill confidence in users	5.65	7.53	7.50	1.85	-0.03	34
AS-2	Giving users individual attention	5.32	7.25	7.30	1.98	0.05	57
AS-3	Employees who are consistently courteous	5.85	7.66	8.13	2.28	0.47	47
AS-4	Readiness to respond to users' questions	6.21	7.68	7.35	1.15	-0.32	34
AS-5	Employees who have the knowledge to answer user questions	6.58	8.04	7.53	0.96	-0.51	45
AS-6	Employees who deal with users in a caring fashion	5.78	7.79	7.97	2.19	0.18	174
AS-7	Employees who understand the needs of their users	6.24	7.74	7.57	1.33	-0.17	54
AS-8	Willingness to help users	6.50	7.81	7.92	1.42	0.11	36
AS-9	Dependability in handling users' service problems	5.94	7.39	7.29	1.35	-0.10	31
Information Control							
IC-1	Making electronic resources accessible from my home or office	6.30	8.08	8.03	1.73	-0.05	40
IC-2	A library Web site enabling me to locate information on my own	6.25	8.12	7.07	0.82	-1.05	60
IC-3	The printed library materials I need for my work	4.42	6.26	7.08	2.66	0.82	38
IC-4	The electronic information resources I need	5.92	7.65	7.43	1.51	-0.22	173
IC-5	Modern equipment that lets me easily access needed information	6.61	7.95	7.35	0.74	-0.60	57
IC-6	Easy-to-use access tools that allow me to find things on my own	6.36	7.76	7.50	1.14	-0.26	58
IC-7	Making information easily accessible for independent use	6.04	7.76	7.31	1.27	-0.45	51
IC-8	Print and/or electronic journal collections I require for my work	6.13	7.27	7.73	1.60	0.47	30
Library as Place							
LP-1	Library space that inspires study and learning	5.89	7.92	7.08	1.19	-0.84	170
LP-2	Quiet space for individual activities	6.28	8.00	7.33	1.05	-0.67	43
LP-3	A comfortable and inviting location	5.83	7.89	7.50	1.67	-0.39	46
LP-4	A getaway for study, learning, or research	5.78	7.57	7.08	1.31	-0.49	49
LP-5	Community space for group learning and group study	6.50	7.78	7.03	0.53	-0.75	32
Overall:		6.00	7.73	7.47	1.47	-0.26	174

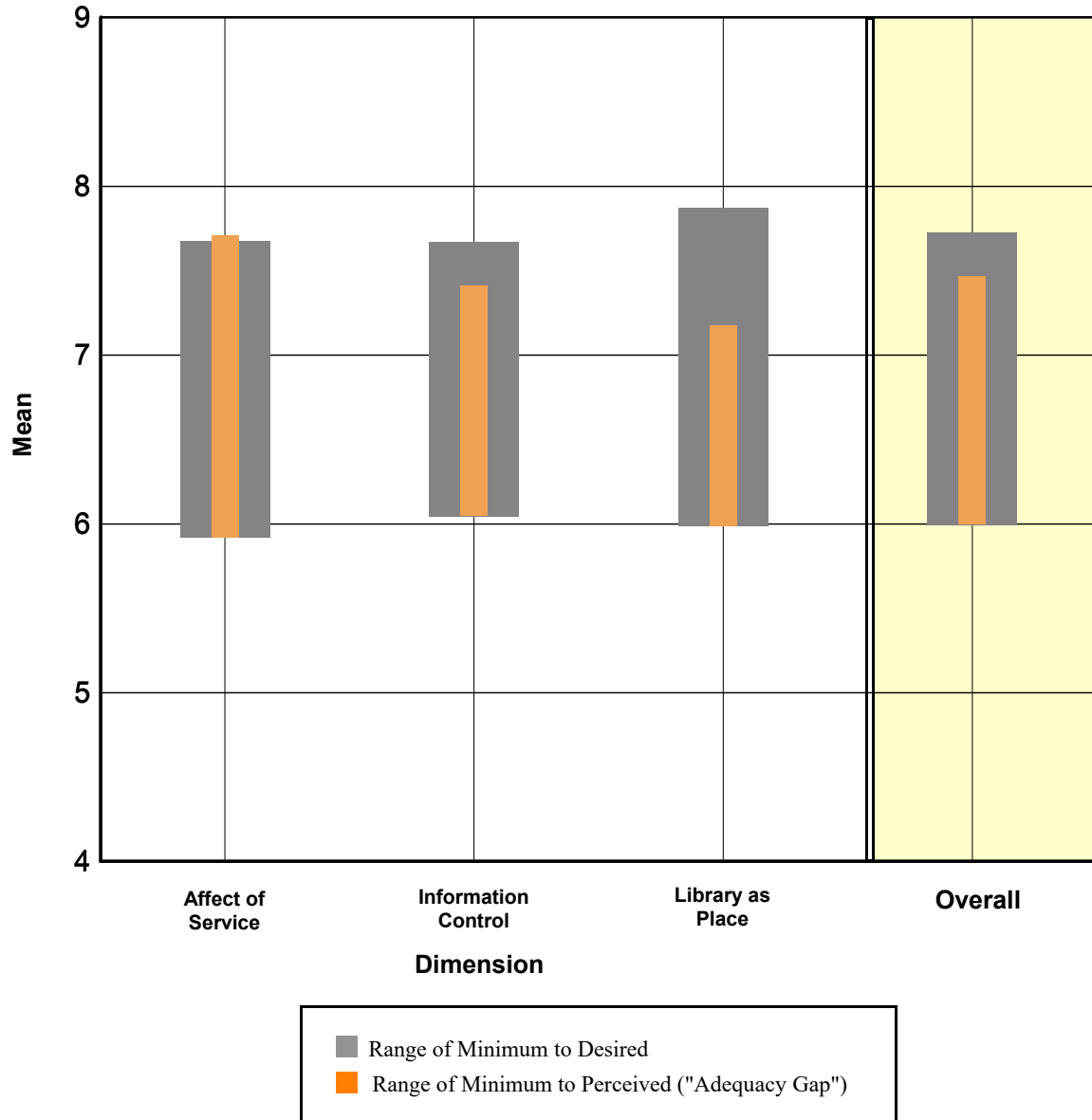
Language: English (American)
Institution Type: Academic Law
Consortium: ARL
User Group: All (Excluding Library Staff)

ID	Question Text	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
Affect of Service							
AS-1	Employees who instill confidence in users	1.69	1.69	1.24	1.44	1.17	34
AS-2	Giving users individual attention	1.87	1.47	1.41	1.78	1.36	57
AS-3	Employees who are consistently courteous	2.00	1.75	1.03	1.96	1.89	47
AS-4	Readiness to respond to users' questions	1.74	1.34	1.84	1.96	1.75	34
AS-5	Employees who have the knowledge to answer user questions	1.71	1.11	1.08	1.40	1.31	45
AS-6	Employees who deal with users in a caring fashion	1.89	1.54	1.27	1.89	1.69	174
AS-7	Employees who understand the needs of their users	1.55	1.29	1.30	1.49	1.27	54
AS-8	Willingness to help users	1.65	1.58	1.02	1.70	1.80	36
AS-9	Dependability in handling users' service problems	1.55	1.43	1.22	1.66	1.62	31
Information Control							
IC-1	Making electronic resources accessible from my home or office	2.14	1.47	0.97	1.85	1.41	40
IC-2	A library Web site enabling me to locate information on my own	1.81	1.42	1.56	2.02	1.51	60
IC-3	The printed library materials I need for my work	2.43	2.25	1.68	2.17	1.74	38
IC-4	The electronic information resources I need	1.75	1.73	1.42	1.63	1.48	173
IC-5	Modern equipment that lets me easily access needed information	1.70	1.26	1.51	1.86	1.64	57
IC-6	Easy-to-use access tools that allow me to find things on my own	1.19	1.06	0.98	1.13	1.10	58
IC-7	Making information easily accessible for independent use	1.73	1.34	1.36	1.59	1.29	51
IC-8	Print and/or electronic journal collections I require for my work	2.10	1.84	1.01	2.06	1.85	30
Library as Place							
LP-1	Library space that inspires study and learning	1.81	1.43	1.42	1.98	1.87	170
LP-2	Quiet space for individual activities	2.05	1.75	1.36	2.28	2.17	43
LP-3	A comfortable and inviting location	1.97	1.37	1.33	2.18	1.82	46
LP-4	A getaway for study, learning, or research	1.64	1.44	1.61	1.58	1.61	49
LP-5	Community space for group learning and group study	1.78	1.41	1.26	1.90	1.68	32
Overall:		1.31	1.04	0.88	1.23	1.02	174

Language: English (American)
Institution Type: Academic Law
Consortium: ARL
User Group: All (Excluding Library Staff)

9.3 Core Question Dimensions Summary for ARL

On the chart below, scores for each dimension of library service quality have been plotted graphically. The exterior bars represent the range of minimum to desired mean scores for each dimension. The interior bars represent the range of minimum to perceived mean scores (the service adequacy gap) for each dimension of library service quality.



The following table displays mean scores for each dimension of library service quality measured by the LibQUAL+® survey, where *n* is the number of respondents for each particular dimension. (For a more detailed explanation of the headings, see the Introduction to this notebook.) A complete listing of the survey questions and their dimensions can be found in Appendix A.

Dimension	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
Affect of Service	5.92	7.68	7.71	1.79	0.03	174
Information Control	6.04	7.67	7.41	1.36	-0.26	173
Library as Place	5.99	7.87	7.17	1.19	-0.70	171
Overall	6.00	7.73	7.47	1.47	-0.26	174

The following table displays standard deviation for each dimension of library service quality measured by the LibQUAL+® survey, where *n* is the number of respondents for each particular dimension. (For a more detailed explanation of the headings, see the Introduction to this notebook.) A complete listing of the survey questions and their dimensions can be found in Appendix A.

Dimension	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
Affect of Service	1.55	1.25	1.07	1.43	1.27	174
Information Control	1.44	1.26	1.13	1.43	1.17	173
Library as Place	1.57	1.22	1.22	1.70	1.57	171
Overall	1.31	1.04	0.88	1.23	1.02	174

9.4 General Satisfaction Questions Summary for ARL

This table displays the mean score and standard deviation for each of the general satisfaction questions: Satisfaction with Treatment, Satisfaction with Support, and Satisfaction with Overall Quality of Service, where n is the number of respondents for each question. These scores are calculated from responses to the general satisfaction questions on the LibQUAL+® survey, in which respondents rated their levels of general satisfaction on a scale from 1-9.

Satisfaction Question	Mean	SD	n
In general, I am satisfied with the way in which I am treated at the library.	8.12	0.99	81
In general, I am satisfied with library support for my learning, research, and/or teaching needs.	7.60	1.18	93
How would you rate the overall quality of the service provided by the library?	7.83	1.03	174

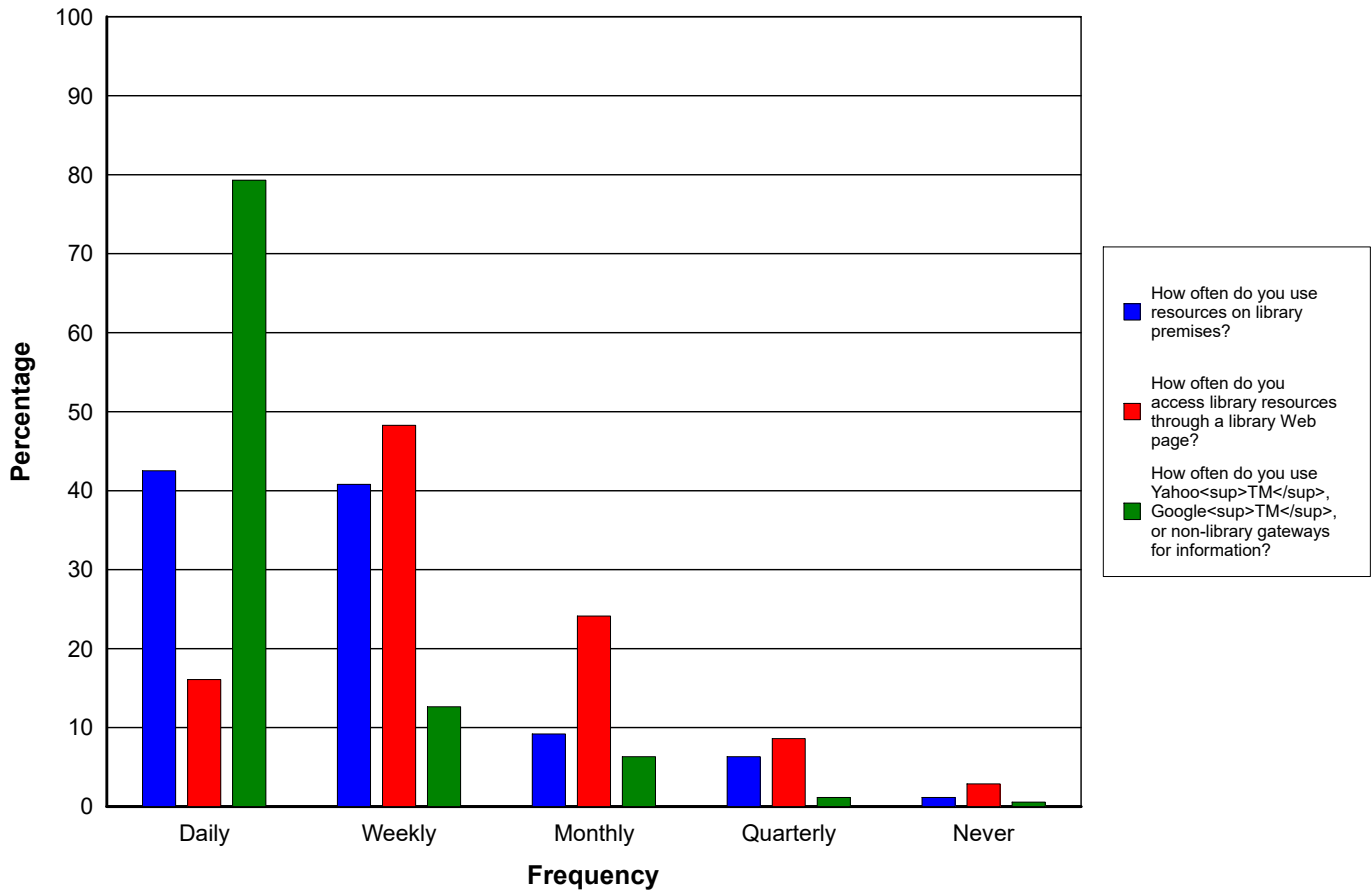
9.5 Information Literacy Outcomes Questions Summary for ARL

This table displays the mean score and standard deviation for each of the information literacy outcomes questions, where n is the number of respondents for each question. These scores are calculated from responses to the information literacy outcomes questions on the LibQUAL+® survey, in which respondents rated their levels of general satisfaction on a scale from 1-9 with 1 being "strongly disagree" and 9 representing "strongly agree".

Information Literacy Outcomes Questions	Mean	SD	n
The library helps me stay abreast of developments in my field(s) of interest.	6.10	1.42	49
The library aids my advancement in my academic discipline or work.	7.71	0.96	87
The library enables me to be more efficient in my academic pursuits or work.	7.45	1.16	80
The library helps me distinguish between trustworthy and untrustworthy information.	6.54	1.44	80
The library provides me with the information skills I need in my work or study.	7.10	1.40	52

9.6 Library Use Summary for ARL

This chart shows a graphic representation of library use (both on the premises and electronically), as well as use of non-library information gateways such as Yahoo™ and Google™. Bars represent the frequency with which respondents report using these resources: Daily, Weekly, Monthly, Quarterly, or Never. The table below the chart displays the number and percentage of respondents who selected each option.



	Daily	Weekly	Monthly	Quarterly	Never	Total
How often do you use resources on library premises?	74 42.53%	71 40.80%	16 9.20%	11 6.32%	2 1.15%	174 100.00%
How often do you access library resources through a library Web page?	28 16.09%	84 48.28%	42 24.14%	15 8.62%	5 2.87%	174 100.00%
How often do you use Yahoo™, Google™, or non-library gateways for information?	138 79.31%	22 12.64%	11 6.32%	2 1.15%	1 0.57%	174 100.00%

10 Summary for Law Students

10.1 Demographic Summary for Law Students

10.1.1 Respondent Profile by Age:

This table shows a breakdown of survey respondents by age; both the number of respondents (n) and the percentage of the total number of respondents represented by each age group are displayed.

Age:	Respondents n	Respondents %
Under 18	0	0.00
18 - 22	7	4.29
23 - 30	135	82.82
31 - 45	19	11.66
46 - 65	2	1.23
Over 65	0	0.00
Total:	163	100.00

10.1.2 Respondent Profile by Sex:

The table below shows a breakdown of survey respondents by sex, based on user responses to the demographic questions and the demographic data provided by institutions in the online Representativeness section*. The number and percentage for each sex are given for the general population and for survey respondents.

*Note: Participating institutions were not required to complete the Representativeness section. When population data is missing or incomplete, it is because this data was not provided.

Sex:	Population N	Population %	Respondents n	Respondents %
Female	158	38.44	61	37.42
Male	253	61.56	102	62.58
Total:	411	100.00	163	100.00

10.1.3 Respondent Profile by Day or evening student?

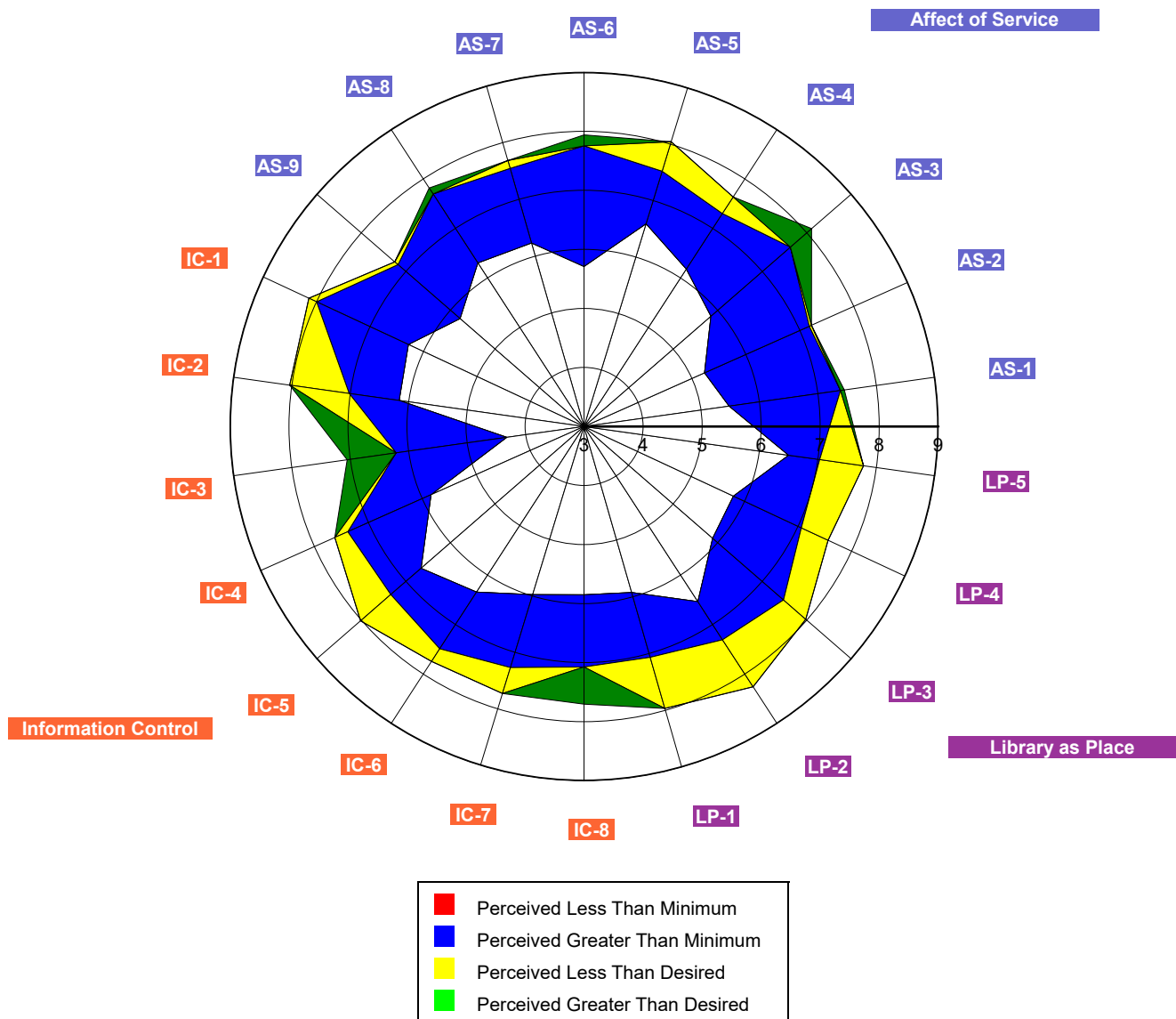
Day or evening student?	Population N	Population %	Respondents n	Respondents %
Day	411	100.00	155	95.09
Evening		0.00	0	0.00
Does not apply / NA		0.00	8	4.91
Total:	411	100.00	163	100.00

10.2 Core Questions Summary for Law Students

This radar chart shows the aggregate results for the core survey questions. Each axis represents one question. A code to identify each question is displayed at the outer point of each axis. While questions for each dimension of library service quality are scattered randomly throughout the survey, on this chart they are grouped into sections: Affect of Service, Information Control, and Library as Place.

On each axis, respondents' minimum, desired, and perceived levels of service quality are plotted, and the resulting "gaps" between the three levels (representing service adequacy or service superiority) are shaded in blue, yellow, green, and red.

The following two tables show mean scores and standard deviations for each question, where *n* is the number of respondents for each particular question. (For a more detailed explanation of the headings, see the Introduction to this notebook.)

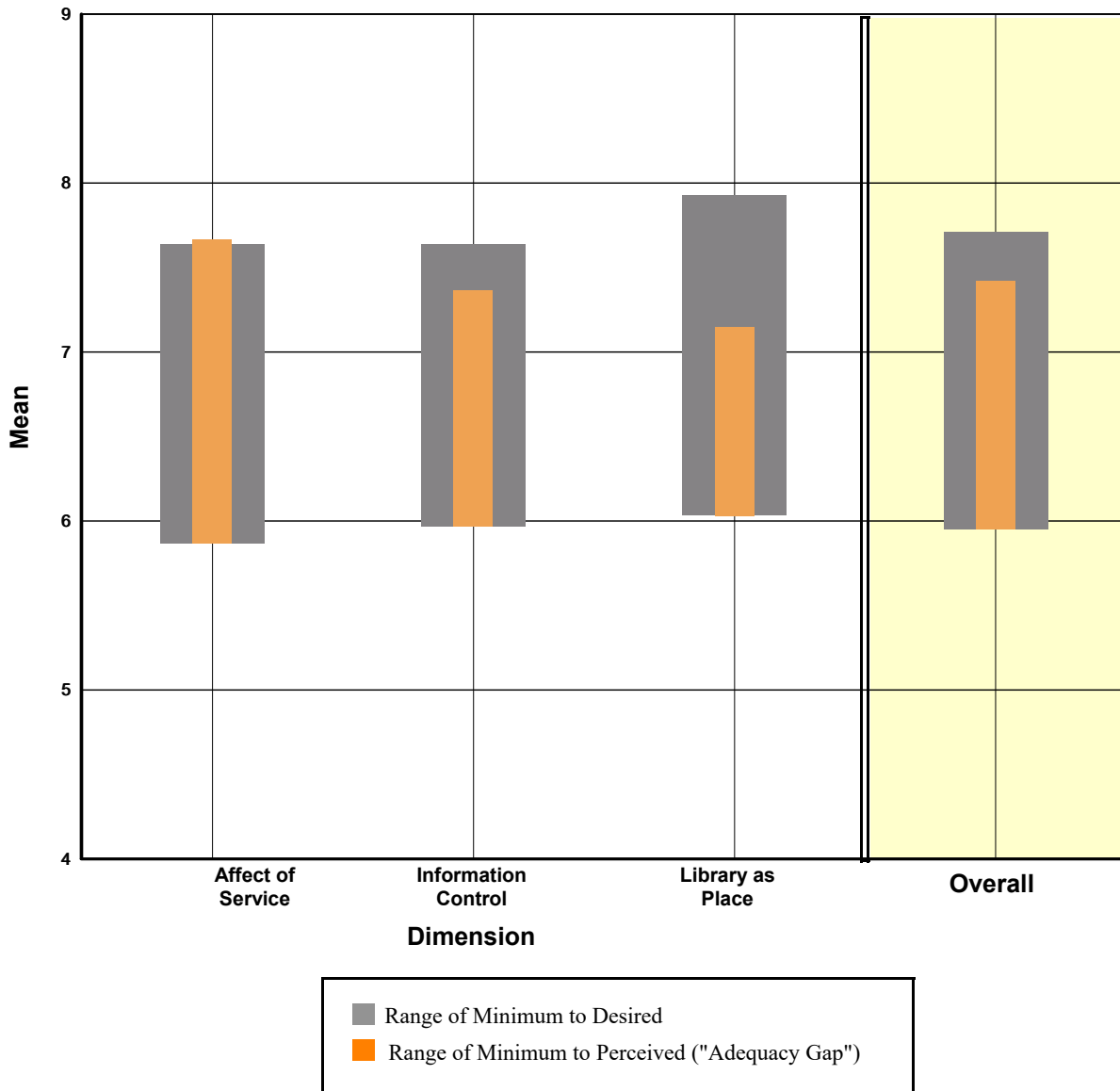


ID	Question Text	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
Affect of Service							
AS-1	Employees who instill confidence in users	5.48	7.39	7.45	1.97	0.06	31
AS-2	Giving users individual attention	5.24	7.22	7.18	1.94	-0.04	51
AS-3	Employees who are consistently courteous	5.85	7.63	8.11	2.26	0.48	46
AS-4	Readiness to respond to users' questions	6.18	7.64	7.30	1.12	-0.33	33
AS-5	Employees who have the knowledge to answer user questions	6.59	8.05	7.52	0.93	-0.52	44
AS-6	Employees who deal with users in a caring fashion	5.71	7.75	7.94	2.23	0.18	163
AS-7	Employees who understand the needs of their users	6.24	7.69	7.55	1.31	-0.14	51
AS-8	Willingness to help users	6.30	7.70	7.82	1.52	0.12	33
AS-9	Dependability in handling users' service problems	5.79	7.25	7.18	1.39	-0.07	28
Information Control							
IC-1	Making electronic resources accessible from my home or office	6.29	8.14	8.00	1.71	-0.14	35
IC-2	A library Web site enabling me to locate information on my own	6.16	8.04	7.02	0.85	-1.02	55
IC-3	The printed library materials I need for my work	4.32	6.22	7.05	2.73	0.84	37
IC-4	The electronic information resources I need	5.84	7.62	7.38	1.54	-0.24	162
IC-5	Modern equipment that lets me easily access needed information	6.66	8.02	7.34	0.68	-0.68	56
IC-6	Easy-to-use access tools that allow me to find things on my own	6.35	7.75	7.49	1.15	-0.25	55
IC-7	Making information easily accessible for independent use	5.98	7.73	7.27	1.29	-0.46	48
IC-8	Print and/or electronic journal collections I require for my work	5.85	7.07	7.70	1.85	0.63	27
Library as Place							
LP-1	Library space that inspires study and learning	5.93	7.97	7.07	1.14	-0.90	163
LP-2	Quiet space for individual activities	6.54	8.26	7.31	0.77	-0.95	39
LP-3	A comfortable and inviting location	5.89	7.98	7.48	1.59	-0.50	44
LP-4	A getaway for study, learning, or research	5.79	7.56	7.06	1.27	-0.50	48
LP-5	Community space for group learning and group study	6.50	7.78	7.03	0.53	-0.75	32
Overall:		5.95	7.71	7.42	1.47	-0.29	163

ID	Question Text	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
Affect of Service							
AS-1	Employees who instill confidence in users	1.63	1.71	1.26	1.45	1.15	31
AS-2	Giving users individual attention	1.77	1.42	1.42	1.69	1.28	51
AS-3	Employees who are consistently courteous	2.02	1.76	1.04	1.98	1.91	46
AS-4	Readiness to respond to users' questions	1.76	1.34	1.85	1.98	1.78	33
AS-5	Employees who have the knowledge to answer user questions	1.73	1.12	1.09	1.40	1.32	44
AS-6	Employees who deal with users in a caring fashion	1.87	1.56	1.29	1.91	1.73	163
AS-7	Employees who understand the needs of their users	1.57	1.30	1.32	1.52	1.28	51
AS-8	Willingness to help users	1.57	1.61	1.01	1.73	1.88	33
AS-9	Dependability in handling users' service problems	1.50	1.43	1.22	1.73	1.70	28
Information Control							
IC-1	Making electronic resources accessible from my home or office	2.05	1.14	1.00	1.79	1.03	35
IC-2	A library Web site enabling me to locate information on my own	1.80	1.45	1.60	2.06	1.56	55
IC-3	The printed library materials I need for my work	2.39	2.26	1.70	2.16	1.76	37
IC-4	The electronic information resources I need	1.72	1.74	1.44	1.65	1.49	162
IC-5	Modern equipment that lets me easily access needed information	1.68	1.15	1.52	1.82	1.53	56
IC-6	Easy-to-use access tools that allow me to find things on my own	1.22	1.08	1.00	1.15	1.13	55
IC-7	Making information easily accessible for independent use	1.72	1.35	1.38	1.62	1.32	48
IC-8	Print and/or electronic journal collections I require for my work	2.01	1.84	0.95	1.99	1.82	27
Library as Place							
LP-1	Library space that inspires study and learning	1.77	1.32	1.43	1.96	1.80	163
LP-2	Quiet space for individual activities	1.67	1.14	1.32	2.01	1.70	39
LP-3	A comfortable and inviting location	1.97	1.27	1.36	2.17	1.73	44
LP-4	A getaway for study, learning, or research	1.65	1.46	1.62	1.58	1.62	48
LP-5	Community space for group learning and group study	1.78	1.41	1.26	1.90	1.68	32
Overall:		1.28	1.02	0.88	1.24	0.99	163

10.3 Core Question Dimensions Summary for Law Students

On the chart below, scores for each dimension of library service quality have been plotted graphically. The exterior bars represent the range of minimum to desired mean scores for each dimension. The interior bars represent the range of minimum to perceived mean scores (the service adequacy gap) for each dimension of library service quality.



The following table displays mean scores for each dimension of library service quality measured by the LibQUAL+® survey, where *n* is the number of respondents for each particular dimension. (For a more detailed explanation of the headings, see the Introduction to this notebook.) A complete listing of the survey questions and their dimensions can be found in Appendix A.

Dimension	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
Affect of Service	5.87	7.63	7.66	1.80	0.03	163
Information Control	5.97	7.64	7.36	1.39	-0.27	162
Library as Place	6.03	7.93	7.15	1.12	-0.78	163
Overall	5.95	7.71	7.42	1.47	-0.29	163

The following table displays standard deviation for each dimension of library service quality measured by the LibQUAL+® survey, where *n* is the number of respondents for each particular dimension. (For a more detailed explanation of the headings, see the Introduction to this notebook.) A complete listing of the survey questions and their dimensions can be found in Appendix A.

Dimension	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
Affect of Service	1.53	1.24	1.07	1.45	1.28	163
Information Control	1.40	1.23	1.14	1.43	1.14	162
Library as Place	1.51	1.10	1.22	1.67	1.47	163
Overall	1.28	1.02	0.88	1.24	0.99	163

10.4 General Satisfaction Questions Summary for Law Students

This table displays the mean score and standard deviation for each of the general satisfaction questions: Satisfaction with Treatment, Satisfaction with Support, and Satisfaction with Overall Quality of Service, where *n* is the number of respondents for each question. These scores are calculated from responses to the general satisfaction questions on the LibQUAL+® survey, in which respondents rated their levels of general satisfaction on a scale from 1-9.

Satisfaction Question	Mean	SD	n
In general, I am satisfied with the way in which I am treated at the library.	8.03	1.01	71
In general, I am satisfied with library support for my learning, research, and/or teaching needs.	7.59	1.18	92
How would you rate the overall quality of the service provided by the library?	7.78	1.03	163

10.5 Information Literacy Outcomes Questions Summary for Law Students

This table displays the mean score and standard deviation for each of the information literacy outcomes questions, where *n* is the number of respondents for each question. These scores are calculated from responses to the information literacy outcomes questions on the LibQUAL+® survey, in which respondents rated their levels of general satisfaction on a scale from 1-9 with 1 being "strongly disagree" and 9 representing "strongly agree".

Information Literacy Outcomes Questions	Mean	SD	n
The library helps me stay abreast of developments in my field(s) of interest.	5.96	1.36	45
The library aids my advancement in my academic discipline or work.	7.65	0.96	80
The library enables me to be more efficient in my academic pursuits or work.	7.45	1.13	75
The library helps me distinguish between trustworthy and untrustworthy information.	6.53	1.43	77
The library provides me with the information skills I need in my work or study.	7.14	1.41	49

Language: English (American)

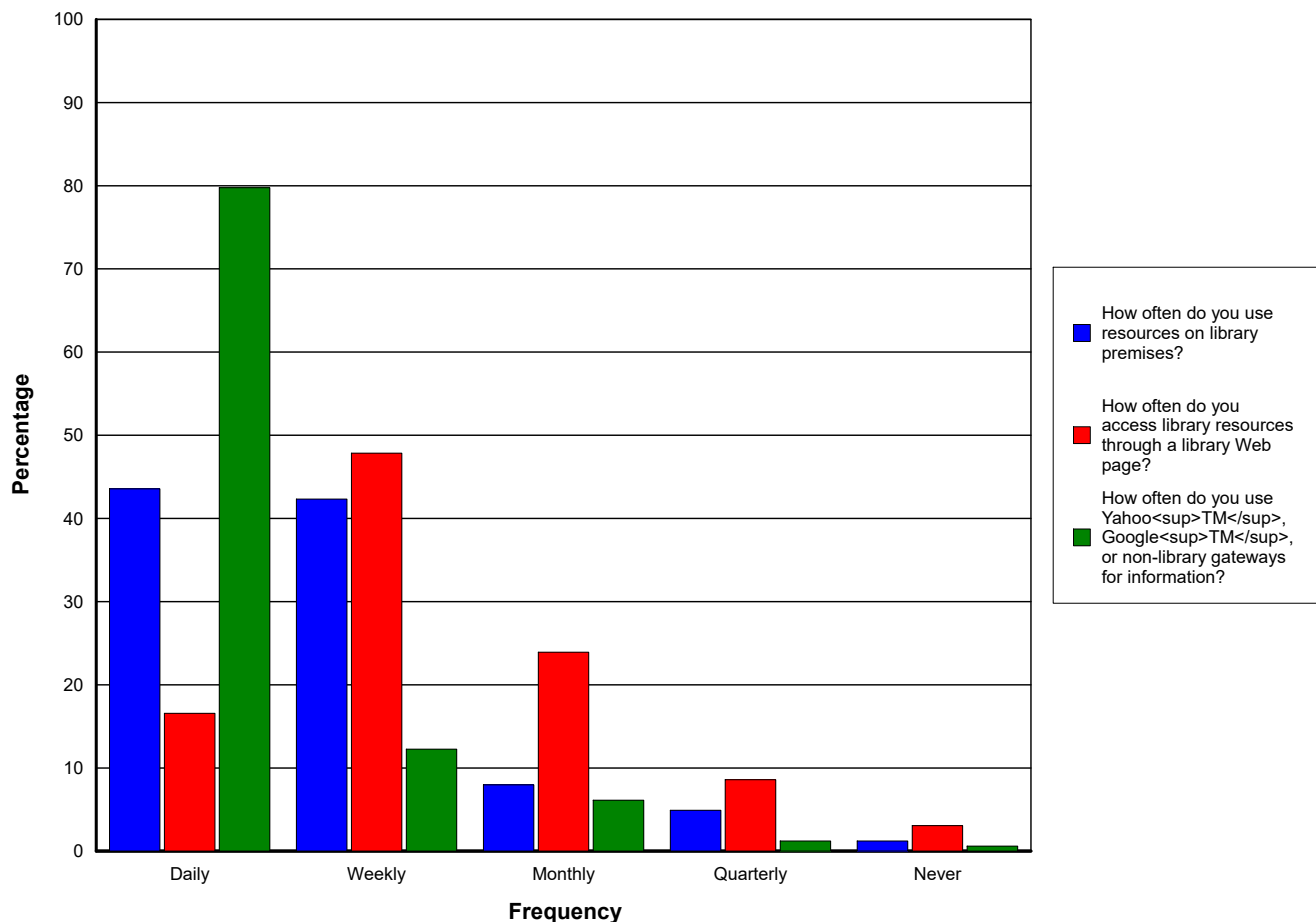
Institution Type: Academic Law

Consortium: ARL

User Group: Law Students

10.6 Library Use Summary for Law Students

This chart shows a graphic representation of library use (both on the premises and electronically), as well as use of non-library information gateways such as Yahoo™ and Google™. Bars represent the frequency with which respondents report using these resources: Daily, Weekly, Monthly, Quarterly, or Never. The table below the chart displays the number and percentage of respondents who selected each option.



	Daily	Weekly	Monthly	Quarterly	Never	Total
How often do you use resources on library premises?	71 43.56%	69 42.33%	13 7.98%	8 4.91%	2 1.23%	163 100.00%
How often do you access library resources through a library Web page?	27 16.56%	78 47.85%	39 23.93%	14 8.59%	5 3.07%	163 100.00%
How often do you use Yahoo TM , Google TM , or non-library gateways for information?	130 79.75%	20 12.27%	10 6.13%	2 1.23%	1 0.61%	163 100.00%

11 Summary for Faculty

11.1 Demographic Summary for Faculty

11.1.1 Respondent Profile by Age:

This table shows a breakdown of survey respondents by age; both the number of respondents (n) and the percentage of the total number of respondents represented by each age group are displayed.

Age:	Respondents n	Respondents %
Under 18	0	0.00
18 - 22	0	0.00
23 - 30	0	0.00
31 - 45	4	36.36
46 - 65	5	45.45
Over 65	2	18.18
Total:	11	100.00

11.1.2 Respondent Profile by Sex:

The table below shows a breakdown of survey respondents by sex, based on user responses to the demographic questions and the demographic data provided by institutions in the online Representativeness section*. The number and percentage for each sex are given for the general population and for survey respondents.

*Note: Participating institutions were not required to complete the Representativeness section. When population data is missing or incomplete, it is because this data was not provided.

Sex:	Population N	Population %	Respondents n	Respondents %
Female	6	35.29	3	27.27
Male	11	64.71	8	72.73
Total:	17	100.00	11	100.00

11.1.3 Respondent Profile by Day or evening student?

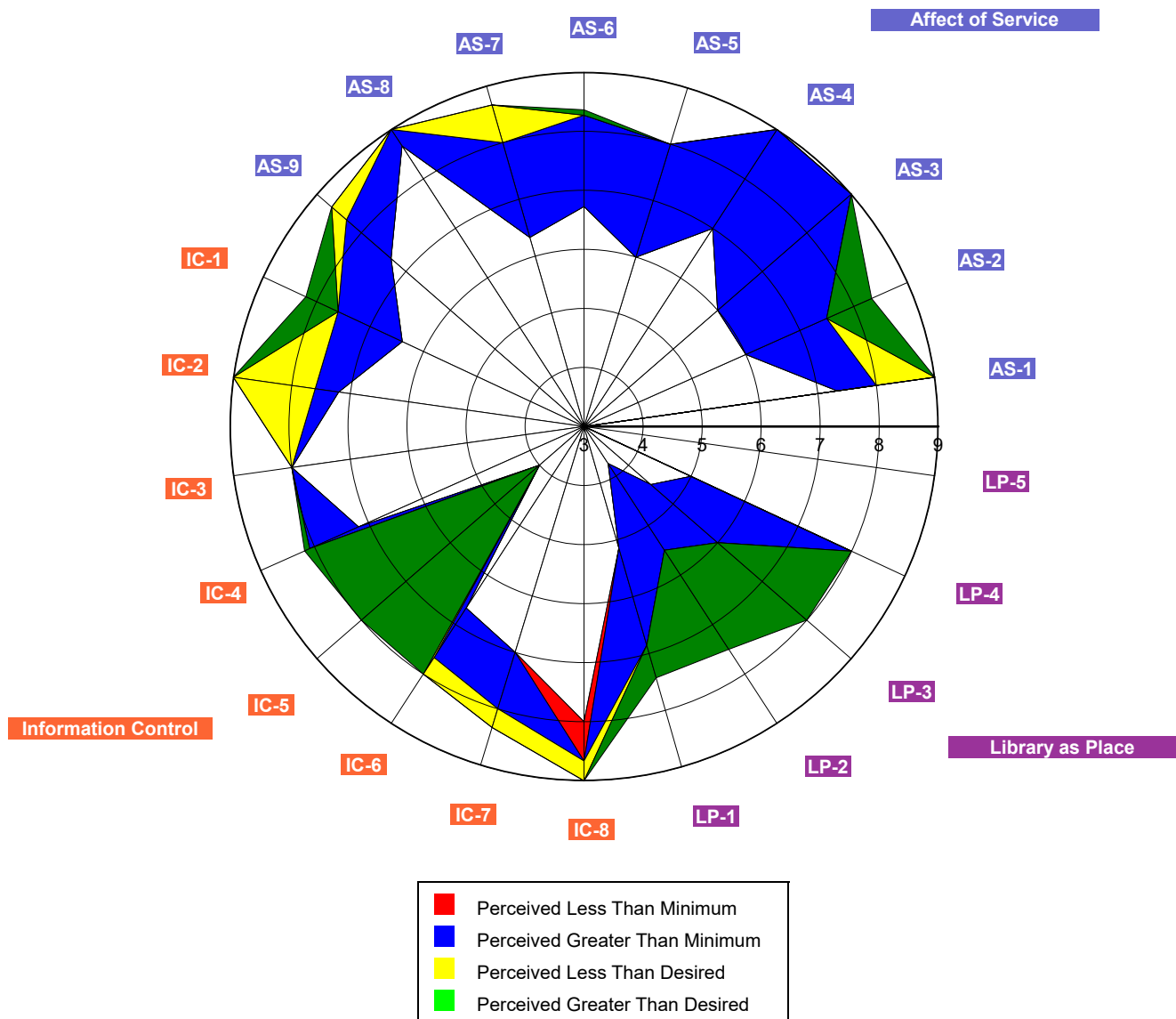
Day or evening student?	Population N	Population %	Respondents n	Respondents %
Day	17	100.00	0	0.00
Evening		0.00	0	0.00
Does not apply / NA		0.00	11	100.00
Total:	17	100.00	11	100.00

11.2 Core Questions Summary for Faculty

This radar chart shows the aggregate results for the core survey questions. Each axis represents one question. A code to identify each question is displayed at the outer point of each axis. While questions for each dimension of library service quality are scattered randomly throughout the survey, on this chart they are grouped into sections: Affect of Service, Information Control, and Library as Place.

On each axis, respondents' minimum, desired, and perceived levels of service quality are plotted, and the resulting "gaps" between the three levels (representing service adequacy or service superiority) are shaded in blue, yellow, green, and red.

The following two tables show mean scores and standard deviations for each question, where *n* is the number of respondents for each particular question. (For a more detailed explanation of the headings, see the Introduction to this notebook.)



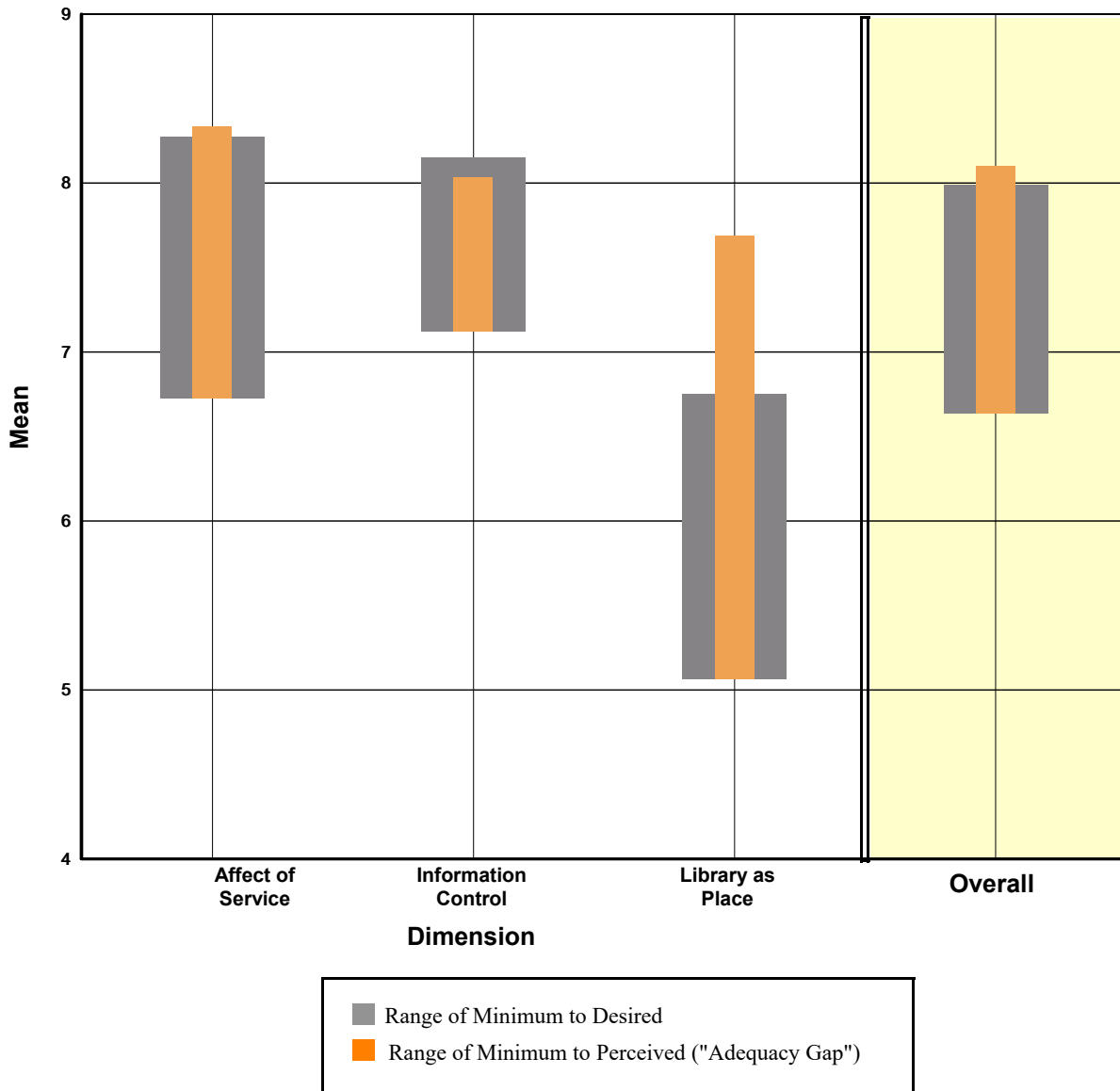
ID	Question Text	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
Affect of Service							
AS-1	Employees who instill confidence in users	7.33	9.00	8.00	0.67	-1.00	3
AS-2	Giving users individual attention	6.00	7.50	8.33	2.33	0.83	6
AS-3	Employees who are consistently courteous	6.00	9.00	9.00	3.00	0.00	1
AS-4	Readiness to respond to users' questions	7.00	9.00	9.00	2.00	0.00	1
AS-5	Employees who have the knowledge to answer user questions	6.00	8.00	8.00	2.00	0.00	1
AS-6	Employees who deal with users in a caring fashion	6.73	8.27	8.36	1.64	0.09	11
AS-7	Employees who understand the needs of their users	6.33	8.67	8.00	1.67	-0.67	3
AS-8	Willingness to help users	8.67	9.00	9.00	0.33	0.00	3
AS-9	Dependability in handling users' service problems	7.33	8.67	8.33	1.00	-0.33	3
Information Control							
IC-1	Making electronic resources accessible from my home or office	6.40	7.60	8.20	1.80	0.60	5
IC-2	A library Web site enabling me to locate information on my own	7.20	9.00	7.60	0.40	-1.40	5
IC-3	The printed library materials I need for my work	8.00	8.00	8.00	0.00	0.00	1
IC-4	The electronic information resources I need	7.18	8.09	8.18	1.00	0.09	11
IC-5	Modern equipment that lets me easily access needed information	4.00	4.00	8.00	4.00	4.00	1
IC-6	Easy-to-use access tools that allow me to find things on my own	6.67	8.00	7.67	1.00	-0.33	3
IC-7	Making information easily accessible for independent use	7.00	8.33	8.00	1.00	-0.33	3
IC-8	Print and/or electronic journal collections I require for my work	8.67	9.00	8.00	-0.67	-1.00	3
Library as Place							
LP-1	Library space that inspires study and learning	5.14	6.86	7.43	2.29	0.57	7
LP-2	Quiet space for individual activities	3.75	5.50	7.50	3.75	2.00	4
LP-3	A comfortable and inviting location	4.50	6.00	8.00	3.50	2.00	2
LP-4	A getaway for study, learning, or research	5.00	8.00	8.00	3.00	0.00	1
LP-5	Community space for group learning and group study						0
Overall:		6.64	7.99	8.10	1.46	0.11	11

Language: English (American)
Institution Type: Academic Law
Consortium: ARL
User Group: Faculty

ID	Question Text	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
Affect of Service							
AS-1	Employees who instill confidence in users	1.53	0.00	1.00	0.58	1.00	3
AS-2	Giving users individual attention	2.68	1.97	0.82	2.58	1.83	6
AS-3	Employees who are consistently courteous						1
AS-4	Readiness to respond to users' questions						1
AS-5	Employees who have the knowledge to answer user questions						1
AS-6	Employees who deal with users in a caring fashion	1.95	1.27	0.81	1.57	1.04	11
AS-7	Employees who understand the needs of their users	1.53	0.58	1.00	1.15	1.15	3
AS-8	Willingness to help users	0.58	0.00	0.00	0.58	0.00	3
AS-9	Dependability in handling users' service problems	1.53	0.58	0.58	1.00	0.58	3
Information Control							
IC-1	Making electronic resources accessible from my home or office	2.97	3.13	0.84	2.49	3.13	5
IC-2	A library Web site enabling me to locate information on my own	1.79	0.00	0.89	1.67	0.89	5
IC-3	The printed library materials I need for my work						1
IC-4	The electronic information resources I need	1.72	1.58	0.75	1.26	1.30	11
IC-5	Modern equipment that lets me easily access needed information						1
IC-6	Easy-to-use access tools that allow me to find things on my own	0.58	1.00	0.58	1.00	0.58	3
IC-7	Making information easily accessible for independent use	2.00	1.15	1.00	1.00	0.58	3
IC-8	Print and/or electronic journal collections I require for my work	0.58	0.00	1.73	1.15	1.73	3
Library as Place							
LP-1	Library space that inspires study and learning	2.61	2.97	1.27	2.29	2.94	7
LP-2	Quiet space for individual activities	3.77	4.12	1.91	3.30	4.32	4
LP-3	A comfortable and inviting location	2.12	2.83	0.00	2.12	2.83	2
LP-4	A getaway for study, learning, or research						1
LP-5	Community space for group learning and group study						0
Overall:		1.64	1.41	0.72	1.22	1.38	11

11.3 Core Question Dimensions Summary for Faculty

On the chart below, scores for each dimension of library service quality have been plotted graphically. The exterior bars represent the range of minimum to desired mean scores for each dimension. The interior bars represent the range of minimum to perceived mean scores (the service adequacy gap) for each dimension of library service quality.



The following table displays mean scores for each dimension of library service quality measured by the LibQUAL+® survey, where *n* is the number of respondents for each particular dimension. (For a more detailed explanation of the headings, see the Introduction to this notebook.) A complete listing of the survey questions and their dimensions can be found in Appendix A.

Dimension	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
Affect of Service	6.73	8.27	8.33	1.61	0.06	11
Information Control	7.12	8.15	8.03	0.91	-0.12	11
Library as Place	5.06	6.75	7.69	2.63	0.94	8
Overall	6.64	7.99	8.10	1.46	0.11	11

The following table displays standard deviation for each dimension of library service quality measured by the LibQUAL+® survey, where *n* is the number of respondents for each particular dimension. (For a more detailed explanation of the headings, see the Introduction to this notebook.) A complete listing of the survey questions and their dimensions can be found in Appendix A.

Dimension	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
Affect of Service	1.80	1.31	0.73	1.31	1.03	11
Information Control	1.78	1.64	0.72	1.41	1.57	11
Library as Place	2.37	2.56	1.28	1.87	2.54	8
Overall	1.64	1.41	0.72	1.22	1.38	11

11.4 General Satisfaction Questions Summary for Faculty

This table displays the mean score and standard deviation for each of the general satisfaction questions: Satisfaction with Treatment, Satisfaction with Support, and Satisfaction with Overall Quality of Service, where n is the number of respondents for each question. These scores are calculated from responses to the general satisfaction questions on the LibQUAL+® survey, in which respondents rated their levels of general satisfaction on a scale from 1-9.

Satisfaction Question	Mean	SD	n
In general, I am satisfied with the way in which I am treated at the library.	8.80	0.42	10
In general, I am satisfied with library support for my learning, research, and/or teaching needs.	9.00		1
How would you rate the overall quality of the service provided by the library?	8.55	0.69	11

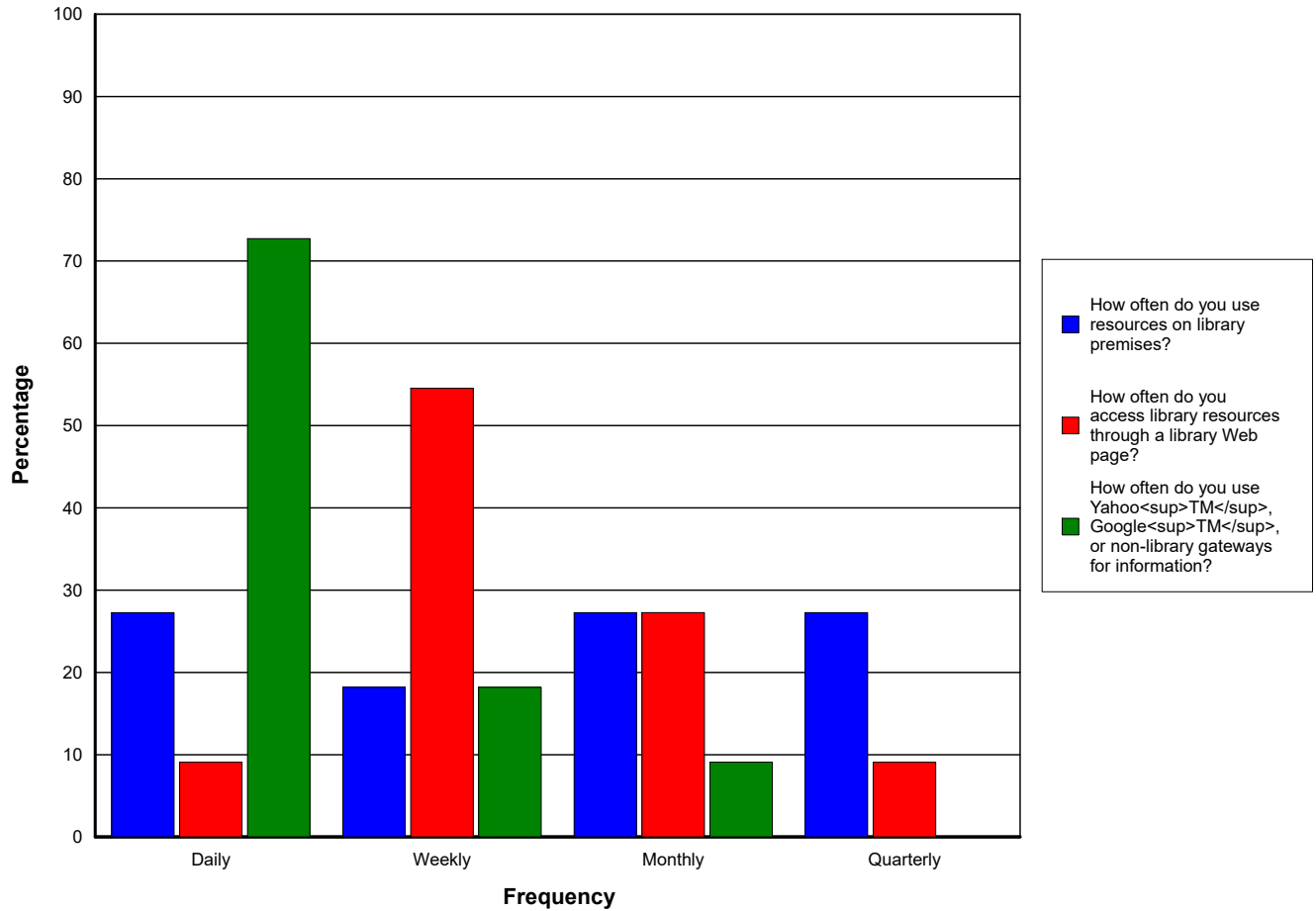
11.5 Information Literacy Outcomes Questions Summary for Faculty

This table displays the mean score and standard deviation for each of the information literacy outcomes questions, where n is the number of respondents for each question. These scores are calculated from responses to the information literacy outcomes questions on the LibQUAL+® survey, in which respondents rated their levels of general satisfaction on a scale from 1-9 with 1 being "strongly disagree" and 9 representing "strongly agree".

Information Literacy Outcomes Questions	Mean	SD	n
The library helps me stay abreast of developments in my field(s) of interest.	7.75	0.96	4
The library aids my advancement in my academic discipline or work.	8.43	0.79	7
The library enables me to be more efficient in my academic pursuits or work.	7.40	1.67	5
The library helps me distinguish between trustworthy and untrustworthy information.	6.67	2.08	3
The library provides me with the information skills I need in my work or study.	6.33	1.15	3

11.6 Library Use Summary for Faculty

This chart shows a graphic representation of library use (both on the premises and electronically), as well as use of non-library information gateways such as Yahoo™ and Google™. Bars represent the frequency with which respondents report using these resources: Daily, Weekly, Monthly, Quarterly, or Never. The table below the chart displays the number and percentage of respondents who selected each option.



	Daily	Weekly	Monthly	Quarterly	Total
How often do you use resources on library premises?	3 27.27%	2 18.18%	3 27.27%	3 27.27%	11 100.00%
How often do you access library resources through a library Web page?	1 9.09%	6 54.55%	3 27.27%	1 9.09%	11 100.00%
How often do you use Yahoo TM , Google TM , or non-library gateways for information?	8 72.73%	2 18.18%	1 9.09%	0 0.00%	11 100.00%

Appendix A: LibQUAL+® Dimensions

LibQUAL+® measures dimensions of perceived library quality---that is, each survey question is part of a broader category (a dimension), and scores within those categories are analyzed in order to derive more general information about library users' perceptions of service. These dimensions were first based on the original SERVQUAL survey instrument (the framework for the LibQUAL+® survey tool; for more information on the origins of LibQUAL+®, go to <http://www.libqual.org/Publications/>). The LibQUAL+® survey dimensions have evolved with each iteration, becoming more refined and focused for application to the library context. Dimensions for each iteration of the LibQUAL+® survey are outlined below.

LibQUAL+® 2000 Dimensions

The 2000 iteration of the LibQUAL+® survey, which had 41 questions, measured eight separate dimensions:

- Assurance (the knowledge and courtesy of employees, and their ability to convey trust and confidence)
- Empathy (caring, individual attention)
- Library as Place (library as a sanctuary/haven or site for learning and contemplation)
- Reliability (ability to perform the promised service dependably and accurately)
- Responsiveness (willingness to help customers and provide prompt service)
- Tangibles (appearance of physical facilities, equipment, personnel and communications materials)
- Instructions/Custom Items
- Self-Reliance

LibQUAL+® 2001 Dimensions

After careful analysis of the results from the 2000 survey, the dimensions were further refined to re-ground the SERVQUAL items in the library context. Four sub-dimensions resulted for the 2001 iteration:

- Service Affect (nine items, such as “willingness to help users”)
- Library as Place (five items, such as “a haven for quiet and solitude”)
- Personal Control (six items, such as “website enabling me to locate information on my own”), and
- Information Access (five items, such as “comprehensive print collections” and “convenient business hours”)

LibQUAL+® 2002 and 2003 Dimensions

For the 2002 iteration of the LibQUAL+® survey, the dimensions were once again refined based on analysis of the previous year's results. While the four dimensions were retained, their titles were changed slightly to more clearly represent the questions and data. The same four dimensions were also used on the 2003 survey:

- Access to Information
- Affect of Service
- Library as Place
- Personal Control

LibQUAL+® 2004 - Present Dimensions

After the 2003 survey was completed, factor and reliability analyses on the resulting data revealed that two of the dimensions measured by the survey-Access to Information and Personal Control-had collapsed into one. The

following three dimensions have been measured since then: Affect of Service, Information Control, and Library as Place. In addition, three core items were eliminated from the 2003 version of the survey, leaving 22 core items on the final survey instrument.

The list below displays the dimensions used to present the results in the 2010 notebooks, along with the questions that relate to each dimension. *(Note: The questions below are those used in the College and University implementation of the survey, American English version.)*

Affect of Service

- [AS-1] Employees who instill confidence in users
- [AS-2] Giving users individual attention
- [AS-3] Employees who are consistently courteous
- [AS-4] Readiness to respond to users' questions
- [AS-5] Employees who have the knowledge to answer user questions
- [AS-6] Employees who deal with users in a caring fashion
- [AS-7] Employees who understand the needs of their users
- [AS-8] Willingness to help users
- [AS-9] Dependability in handling users' service problems

Information Control

- [IC-1] Making electronic resources accessible from my home or office
- [IC-2] A library Web site enabling me to locate information on my own
- [IC-3] The printed library materials I need for my work
- [IC-4] The electronic information resources I need
- [IC-5] Modern equipment that lets me easily access needed information
- [IC-6] Easy-to-use access tools that allow me to find things on my own
- [IC-7] Making information easily accessible for independent use
- [IC-8] Print and/or electronic journal collections I require for my work

Library as Place

- [LP-1] Library space that inspires study and learning
- [LP-2] Quiet space for individual activities
- [LP-3] A comfortable and inviting location
- [LP-4] A getaway for study, learning or research
- [LP-5] Community space for group learning and group study



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